BCM Rls 6.0

Fax

Task Based Guide

Copyright © 2010 Avaya Inc.
All Rights Reserved.

Notices

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: http://www.avaya.com/support

Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright

Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents
For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

Contact Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Copyright © 2010 ITEL, All Rights Reserved

The copyright in the material belongs to ITEL and no part of the material may be reproduced in any form without the prior written permission of a duly authorised representative of ITEL.

Table of Contents

FAX 6

Overview 6
- Basic Fax Capability – Fax Answering 6
- Fax Mail (Messaging) 6
- Fax Group Lists 6
- Fax Overflow 6
- Fax on Demand 6

Required Information 7

Flowchart 8

Accessing CallPilot Manager 9
- Accessing CallPilot Manager from Element Manager 9
- Accessing CallPilot Manager from Internet Explorer 13

Fax Answering 15

Adding a Fax Overflow Mailbox 17

Fax Mail (Messaging) 21

Sending Fax Messages 23
- Sending Fax Messages to a Personal Mailbox 23
- Receiving a Fax Message 24
- Transferring a Fax Call to your Mailbox 24

Printing Fax Messages 24

Assigning a Preset Fax Machine for Printing Faxes 25
- Printing an Individual Fax Message 26
- Printing all your Fax Messages 27
- Printing a Fax Message from a Fax Telephone 28

Fax Messaging & Unified Messaging 29

Fax Group Lists 29
- Creating a Fax Group List 29
- Sending a Fax Group message 33

Fax on Demand Mailboxes 33
- Adding a Fax on Demand Mailbox 34
- Initialising your Fax on Demand Mailbox 36
- Choosing a Fax on Demand Call Method 37
- Choosing a Call Method and the Number of Fax Messages 37
- Adding a Fax Message to a Fax on Demand Mailbox 38
- Deleting a Fax from a Fax on Demand Mailbox 39
- Recording a Fax on Demand Mailbox Greeting 39
- Changing a Fax on Demand mailbox 40
- Adding a Fax on Demand Mailbox to a CCR Tree 40

Fax Over VoIP Lines....43
T.38 fax restrictions and requirements....44
Enabling Fax Over VoIP Lines:....45

CallPilot Reports for Fax....46
Mailbox Information Report....47
Directory Report....47
CCR Tree Usage Report....47
Fax Usage Report....47

Troubleshooting Fax.... 48

A Caller Cannot Retrieve a Fax from a Fax on Demand Mailbox....48
A Caller Cannot Leave a fax in a Personal Mailbox....48
A Caller Cannot Reply or Send Messages to other Mailboxes....48
Faxes sent when the Fax Machine is busy are Lost....48
Faxes Cannot be Sent to the Fax Machine....49
Faxes Cannot be Sent from the Fax Overflow Mailbox....49
Fax Messages are Left in the General Delivery Mailbox....49

Avaya Documentation Links 51

FAX

Overview

Basic Fax Capability – Fax Answering

You can have one fax machine attached to a BCM extension via an ATA2, a (G)ASM Media Bay Module, or via the BCM50 onboard GASI ports. The line must be answered by the AA or CCR, which will route the call to the fax machine. This facility is standard with the voice messaging keycode that comes with every system.

Fax Mail (Messaging)

This allows a fax message to be sent to the subscriber mailbox. The subscriber can then print the fax message on a fax machine. Callers have the option of leaving a voice message to introduce the fax document. This requires the Fax Messaging keycode.

The subscriber mailbox can have an Express Messaging Line associated with it and callers can be given the express messaging line number as the fax number.

Fax Group Lists

Up to 125 phone numbers of fax machines, either internal or external may be added to a Fax Group List. This enables you to send the same fax to all members of the group. This is useful for bulk distribution. This requires the Fax Messaging Keycode.

Fax Overflow

You can set up a fax overflow mailbox that will capture a fax that the fax machine is unable to answer (perhaps because it is busy or out of paper). When the fax machine is ready to print CallPilot send the stored message to the fax machine. The overflow mailbox will store faxes until the mailbox is full. Fax overflow has its own keycode or is part of the Fax Suite keycode.

Fax on Demand

Callers can retrieve documents stored in Fax On Demand mailboxes. You can create a Fax on Demand mailbox to make a collection of faxes available to callers. A Fax on Demand mailbox has a greeting that plays to callers and a collection of fax messages, each with a document number. Callers hear the mailbox greeting and can select a fax document by its assigned number.

Callers can access a Fax on Demand mailbox:

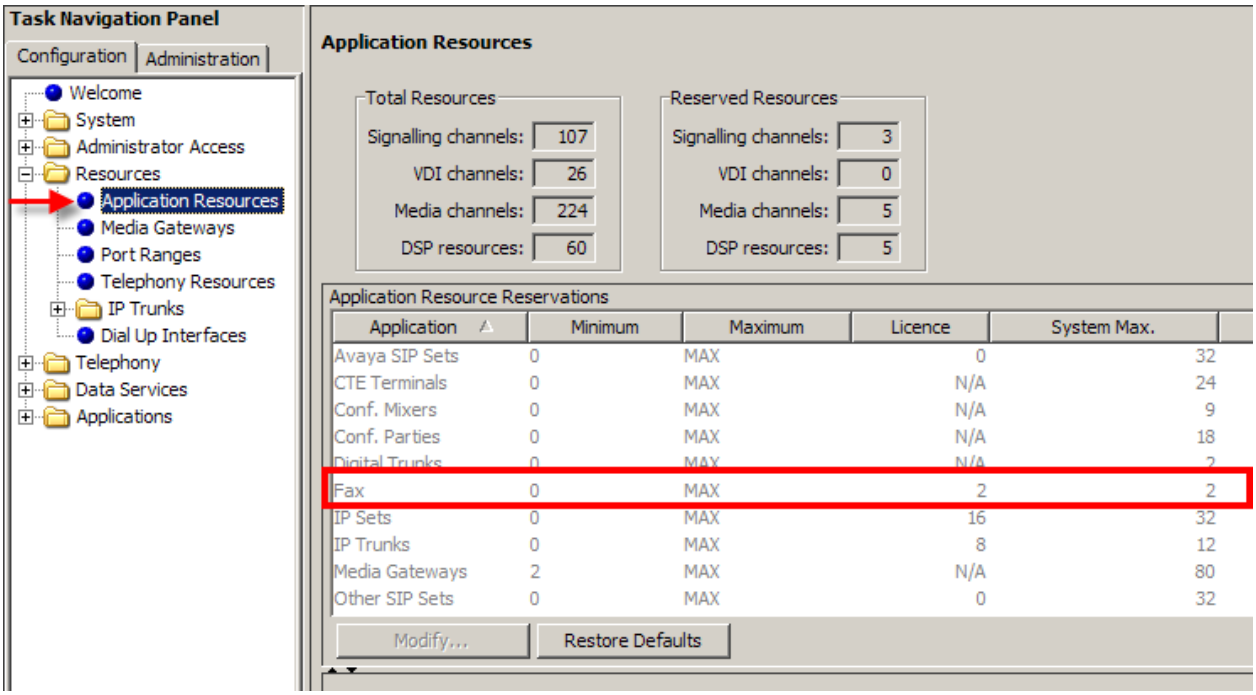
- From the Auto Attendant, by mailbox number or directory name lookup.
- From Feature 980 (Leave Message) or Feature 986 (Transfer Caller to Mailbox).
- Through Custom Call Routing, as either a Home node or a Mailbox node.

Fax on Demand has its own keycode or is part of the Fax Suite keycode.

Required Information

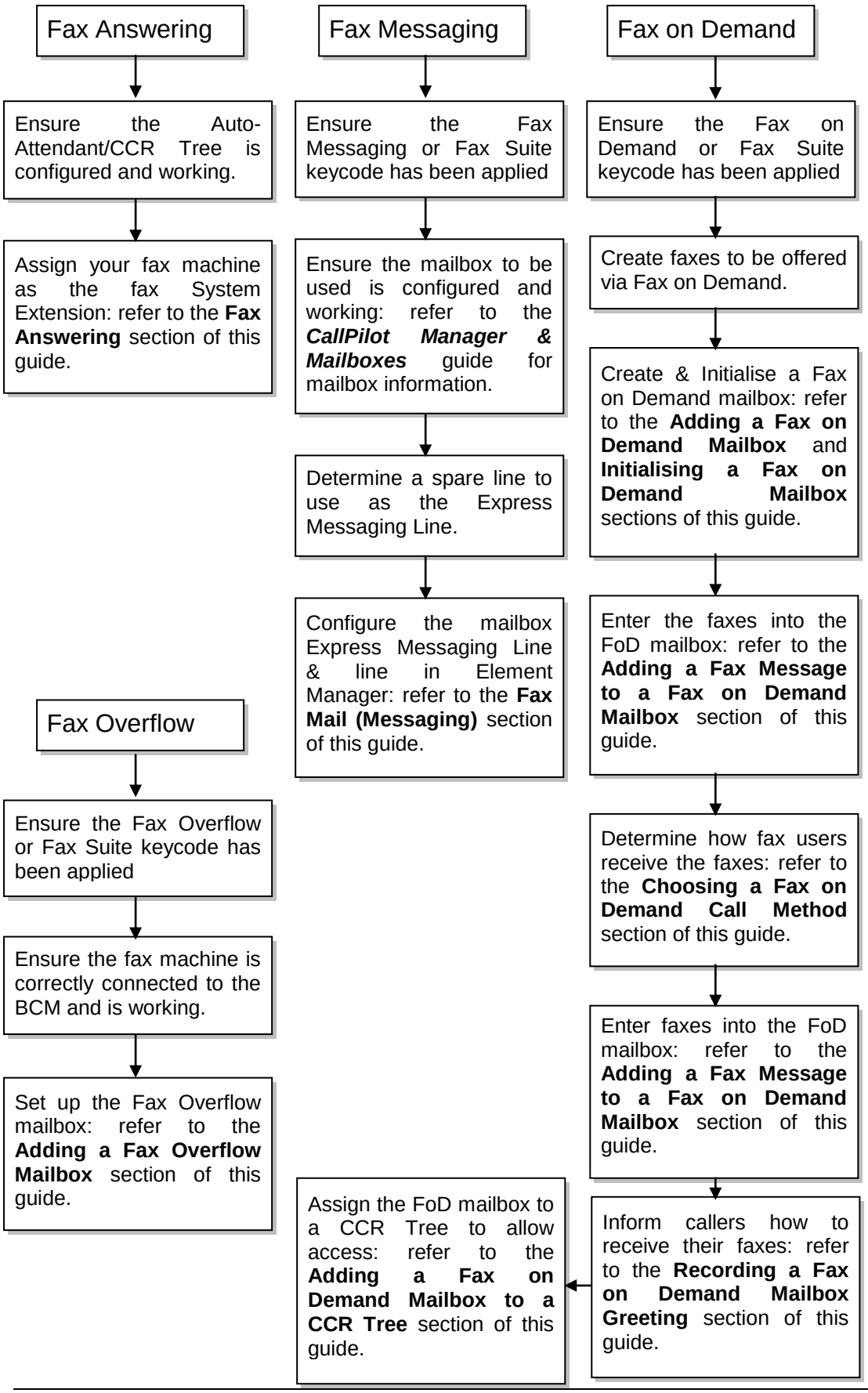
- Which incoming lines need to recognise fax tones (for Basic Fax answering)?
- Which lines are to be used for Express Messaging?
- Keycodes for the required options (Fax Messaging; Overflow; Fax on Demand).
- How many fax ports (simultaneous fax transmissions) require enabling? BCM450 allows up to 8 fax ports enabling, whereas BCM50 allows up to 2 fax ports. The number of fax ports can be checked in the Application Resources area of Business Element Manager.

  Open the **Resources** folder and select the **Application Resources** link. The Fax applications details can be viewed from the **Application Resource Reservations** panel.



Flowchart

Use the following flow chart to determine which sections of the guides to use:

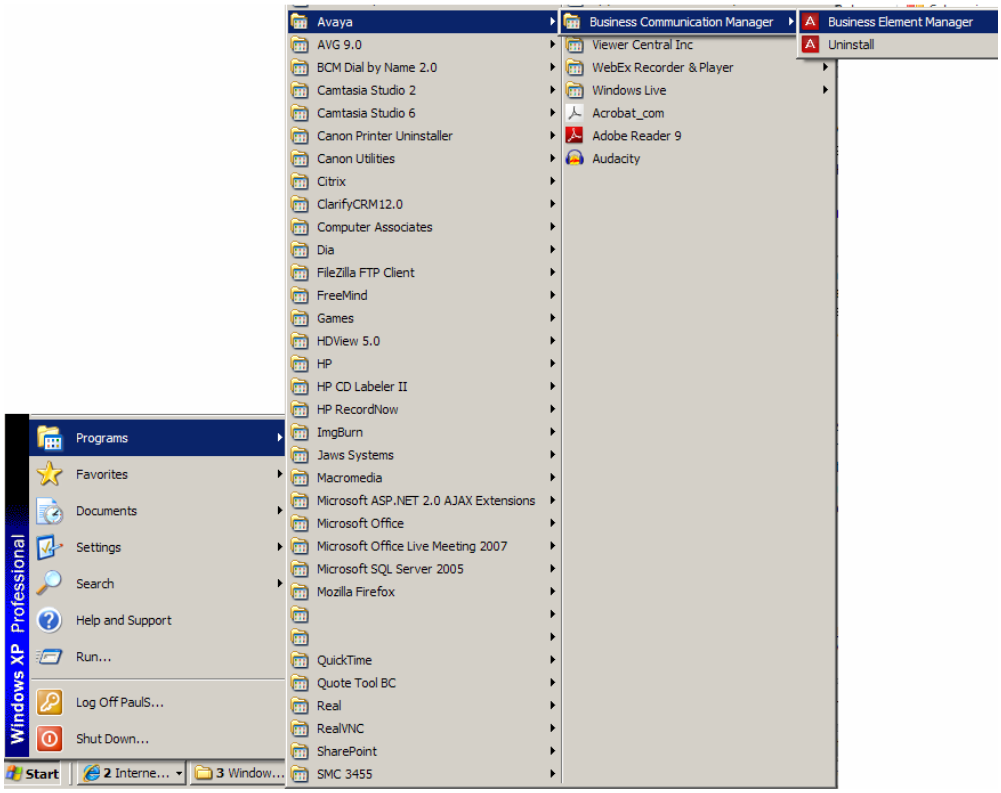

Fax Answering
Ensure the Auto-Attendant/CCR Tree is configured and working.
Assign your fax machine as the fax System Extension: refer to the **Fax Answering** section of this guide.
Fax Messaging
Ensure the Fax Messaging or Fax Suite keycode has been applied
Ensure the mailbox to be used is configured and working: refer to the ***CallPilot Manager & Mailboxes*** guide for mailbox information.
Determine a spare line to use as the Express Messaging Line.
Configure the mailbox Express Messaging Line & line in Element Manager: refer to the **Fax Mail (Messaging)** section of this guide.
Fax on Demand
Ensure the Fax on Demand or Fax Suite keycode has been applied
Create faxes to be offered via Fax on Demand.
Create & Initialise a Fax on Demand mailbox: refer to the **Adding a Fax on Demand Mailbox** and **Initialising a Fax on Demand Mailbox** sections of this guide.
Enter the faxes into the FoD mailbox: refer to the **Adding a Fax Message to a Fax on Demand Mailbox** section of this guide.
Determine how fax users receive the faxes: refer to the **Choosing a Fax on Demand Call Method** section of this guide.
Enter faxes into the FoD mailbox: refer to the **Adding a Fax Message to a Fax on Demand Mailbox** section of this guide.
Inform callers how to receive their faxes: refer to the **Recording a Fax on Demand Mailbox Greeting** section of this guide.
Assign the FoD mailbox to a CCR Tree to allow access: refer to the **Adding a Fax on Demand Mailbox to a CCR Tree** section of this guide.
Fax Overflow
Ensure the Fax Overflow or Fax Suite keycode has been applied
Ensure the fax machine is correctly connected to the BCM and is working.
Set up the Fax Overflow mailbox: refer to the **Adding a Fax Overflow Mailbox** section of this guide.

Accessing CallPilot Manager

CallPilot Manager is used to configure most of the Fax Messaging features, and can be accessed using various methods.

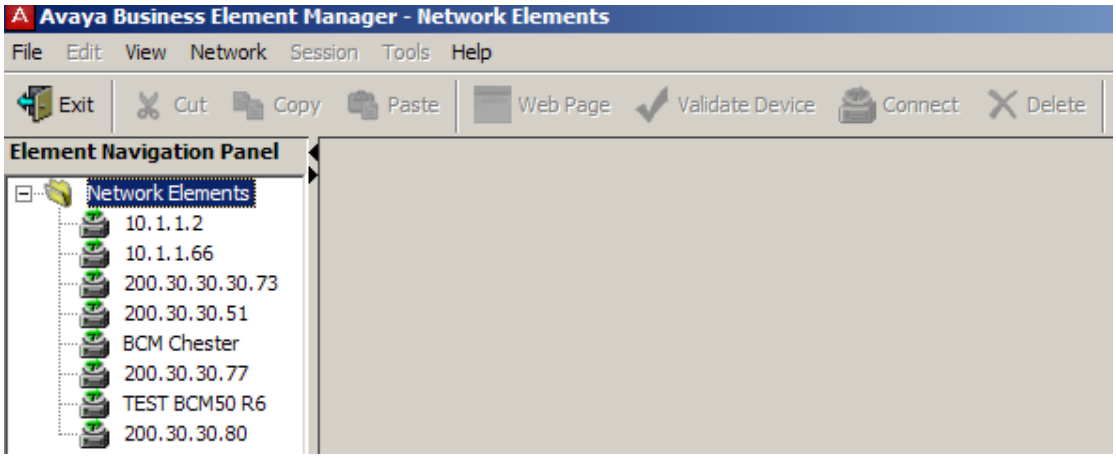
Accessing CallPilot Manager from Element Manager

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.

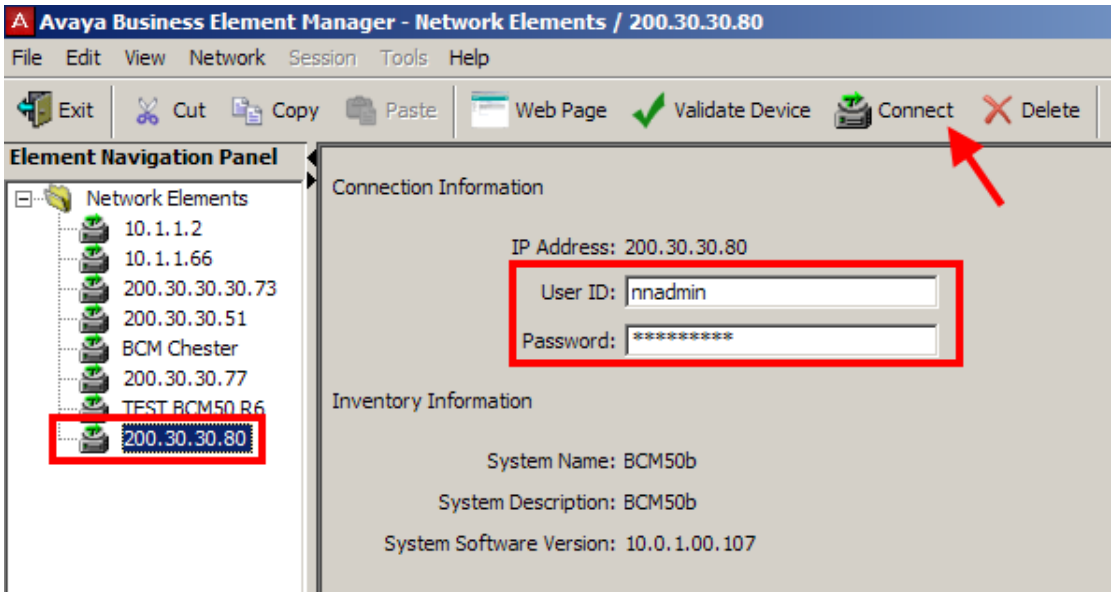


2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.

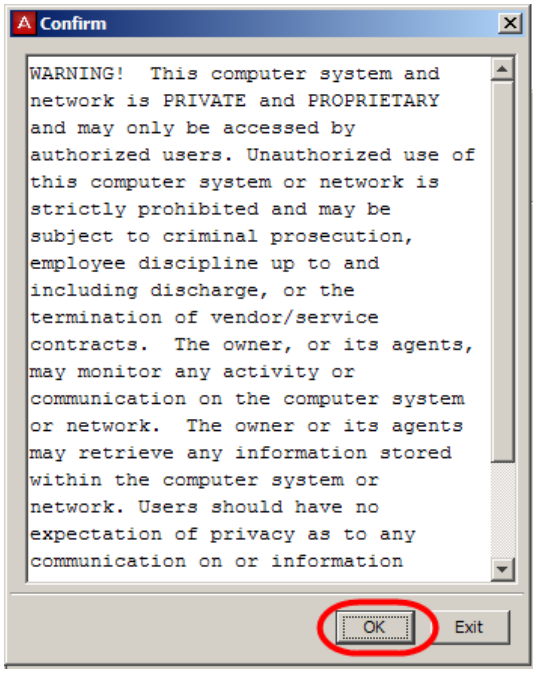


4. Open the **Network Elements** folder and select the IP Address of the BCM.

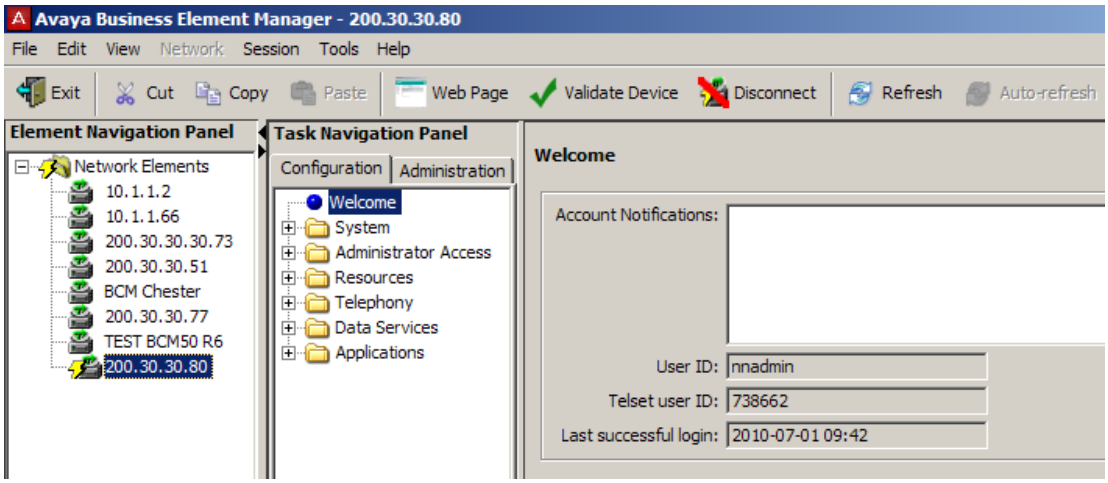


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

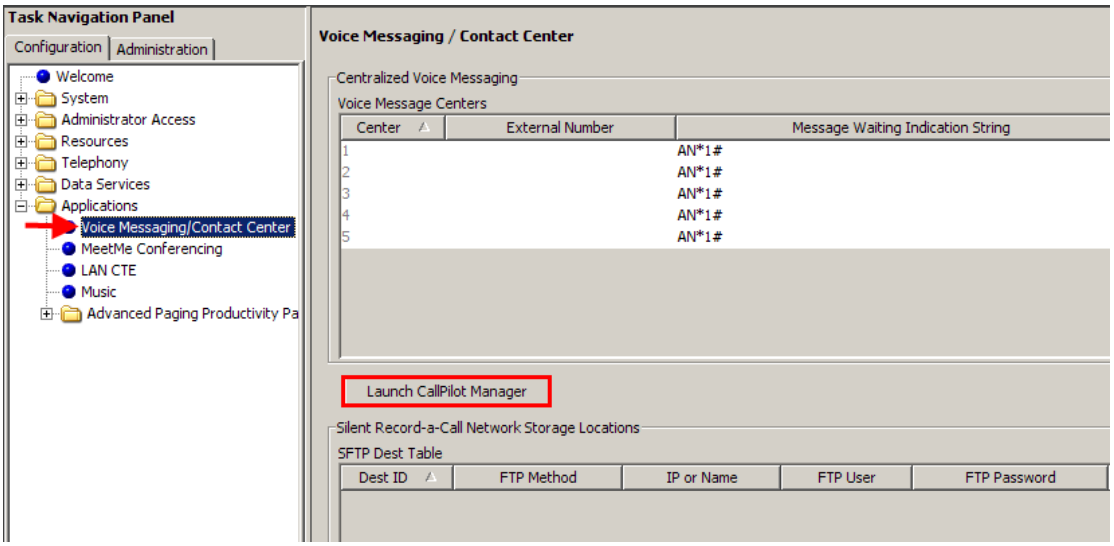
6. A warning screen will appear, read the warning and click **OK**.


Confirm
WARNING! This computer system and network is PRIVATE and PROPRIETARY and may only be accessed by authorized users. Unauthorized use of this computer system or network is strictly prohibited and may be subject to criminal prosecution, employee discipline up to and including discharge, or the termination of vendor/service contracts. The owner, or its agents, may monitor any activity or communication on the computer system or network. The owner or its agents may retrieve any information stored within the computer system or network. Users should have no expectation of privacy as to any communication on or information
OK
Exit

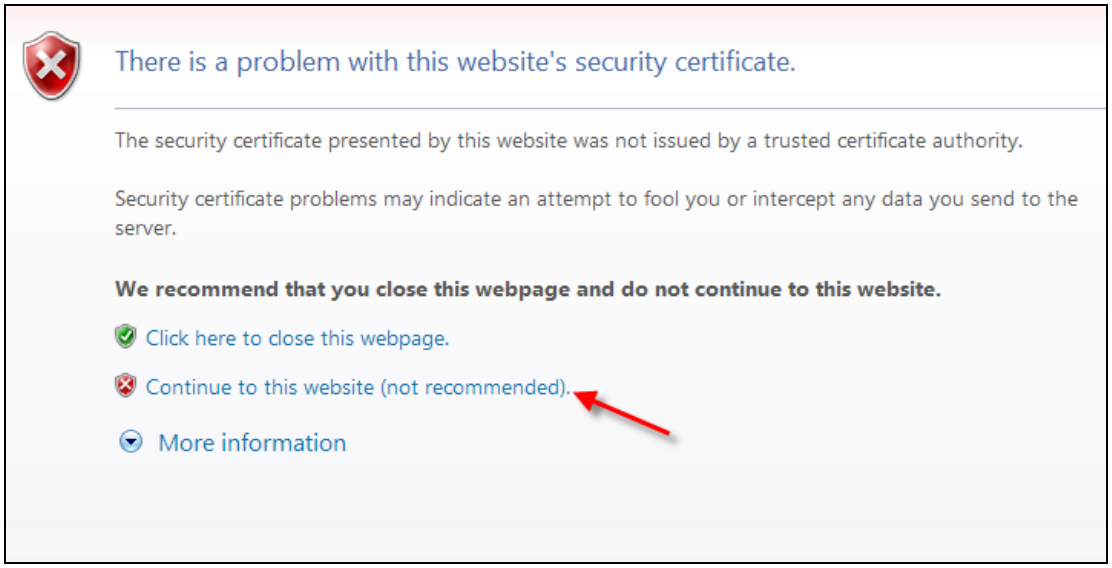
7. You will be presented with the Element Manager interface.



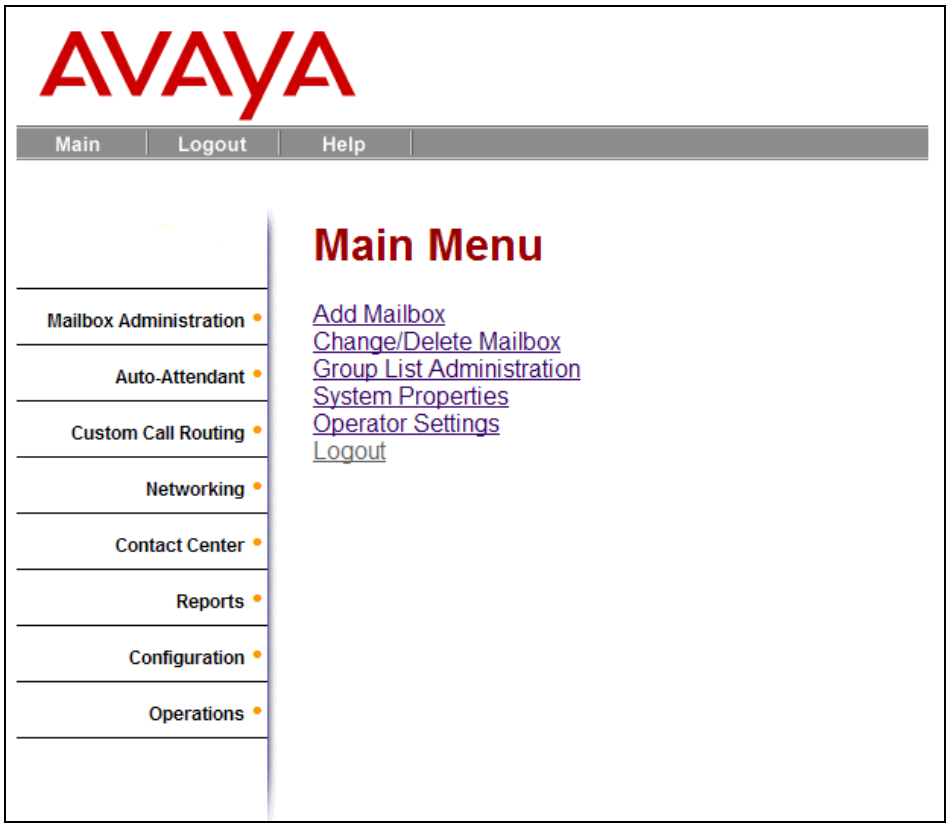
8. To access CallPilot Manager: Select the **Configuration** tab, open the **Applications** folder, select the **Voice Messaging / Contact Center** link, and then click to **Launch CallPilot Manager**.



9. You will be presented with a **Security Alert** Screen. Read the alert and click **Continue to this website** to continue.


There is a problem with this website's security certificate.
The security certificate presented by this website was not issued by a trusted certificate authority.
Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.
We recommend that you close this webpage and do not continue to this website.
Click here to close this webpage.
Continue to this website (not recommended).
More information

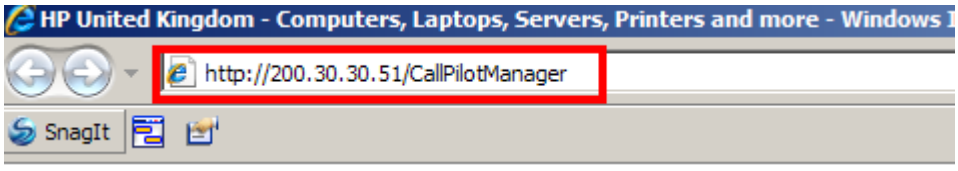
10. The Main Menu of CallPilot Manager will be launched.



Accessing CallPilot Manager from Internet Explorer

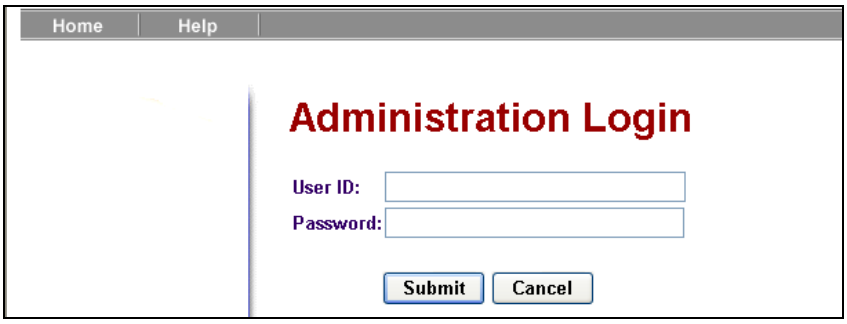
CallPilot Manager can also be accessed directly from Internet Explorer. This method of access is an alternative if you cannot gain access via Element Manager.

1. Open Internet Explorer. In the address bar enter **http://<IP Address of BCM>/CallPilotManager**.

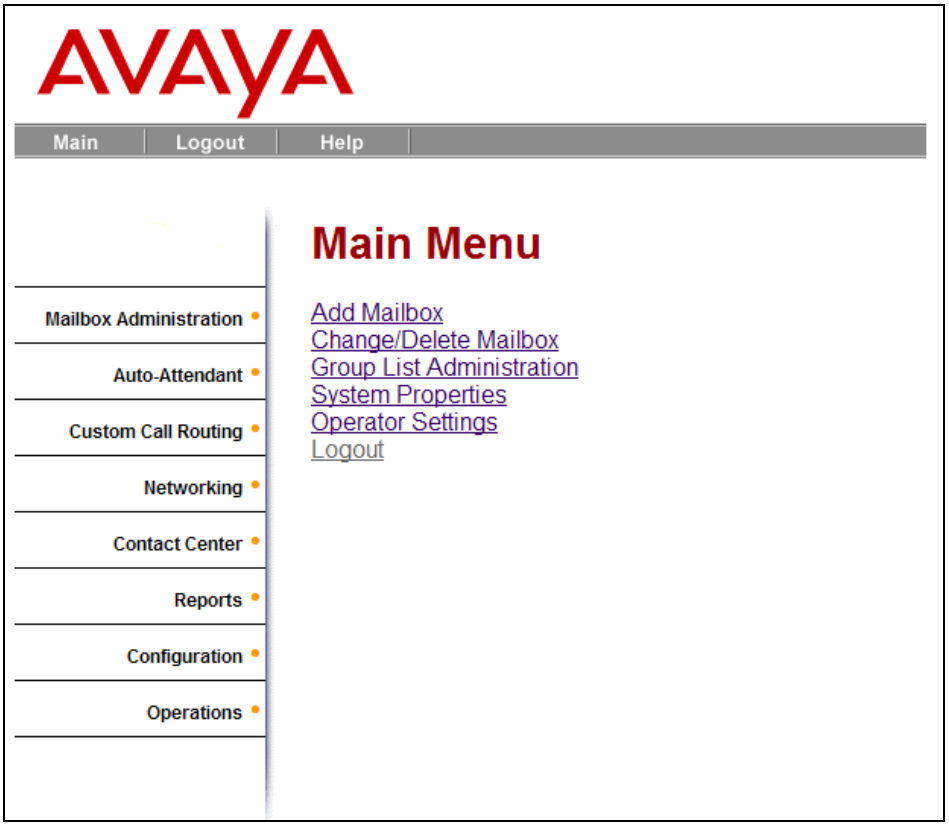


2. If you are presented with the **Certificate Error** window, click **Continue to this website (not recommended)**.

3. You will be presented with **Administration Login** screen. Enter the user ID and password. By default the User ID is **nnadmin** and the Password is **PlsChgMe!**.



4. Click the **Submit** button. The Main Menu of CallPilot Manager will be displayed.



Fax Answering

Fax Answering allows fax calls to the Auto-Attendant to be connected to a specified fax extension.

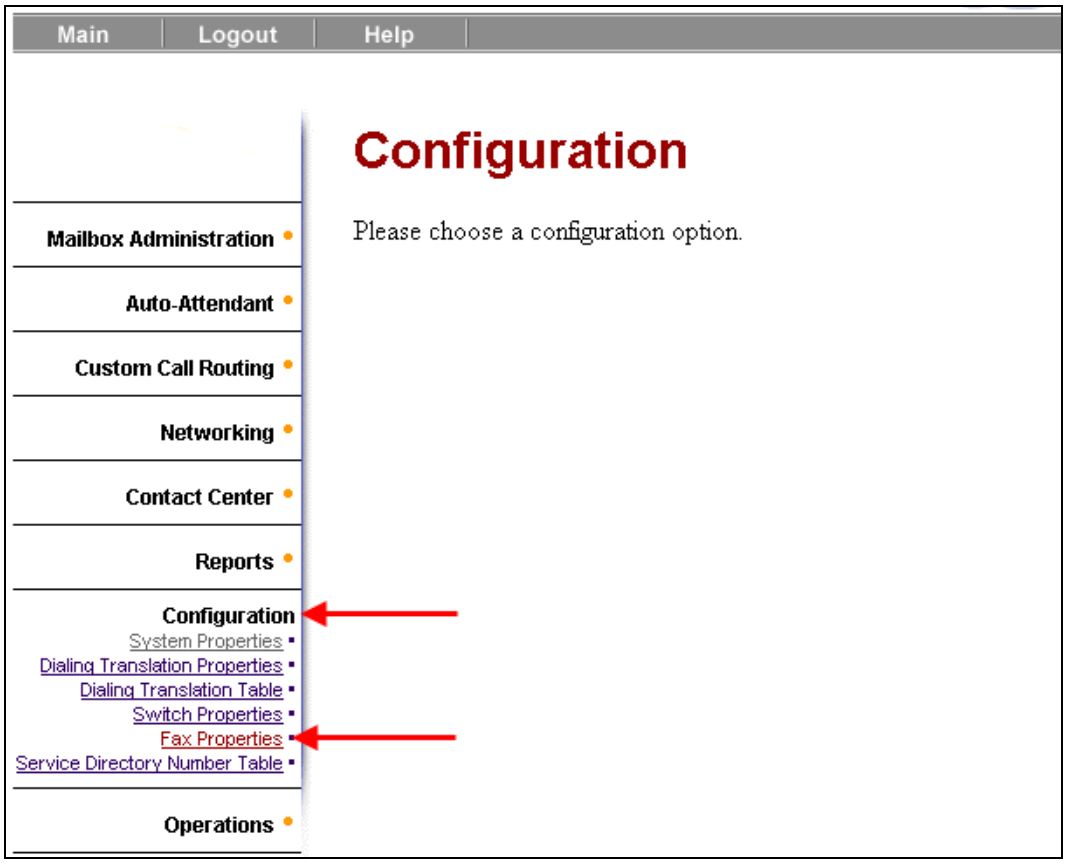
Attach the Fax to an extension using one of the following methods:

- Via an ATA2
- Via an ASM port
- Via a BCM50 onboard GASI port

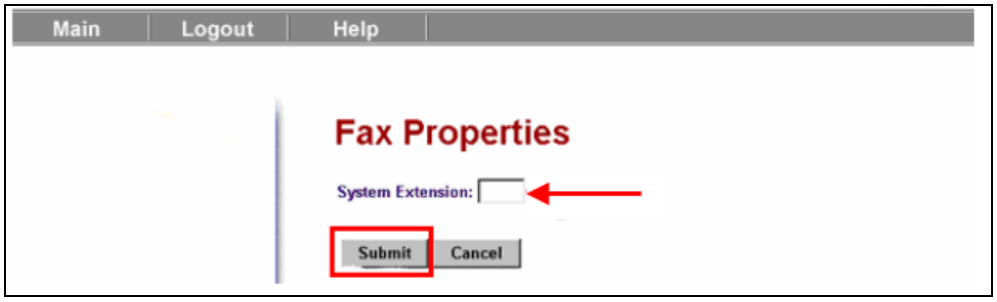
1. Check that the line(s) the customer expects faxes to come in on are answered by either the Auto Attendant or a CCR Tree. Line details can be found under Lines Administration in the Auto-Attendant menu options.

2. Access CallPilot Manager.

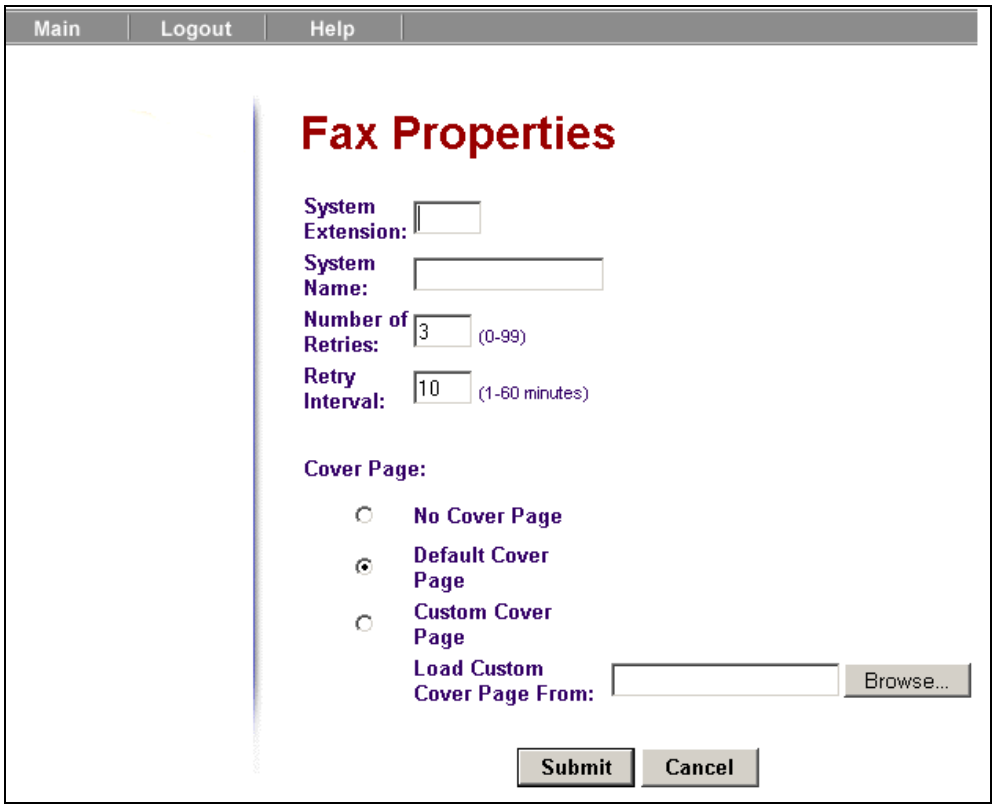
3. Select **Configuration** then **Fax Properties**.



4. The **Fax Properties** screen will be displayed. If you have not installed a Fax keycode (Fax Messaging or Fax Suite) the following window will be displayed. Enter the extension number for the Fax machine and click the **Submit** button.



5. If the Fax Messaging, Fax Overflow, Fax on Demand or Fax Suite Keycodes have been applied to the BCM you will get the following window.



6. In the **System Extension** box type the extension of your main fax machine.

7. In the **System Name** box type the system name. The system name can be a maximum of 16 characters. You can use your main fax number as the System Name, the company name, a department, a location or any other name. The name transmits to external fax machines at the beginning of fax messages. The system name is also printed in the fax machine's log files.

8. In the **Number of Retries** box type the maximum number of attempts made to print or forward faxes to an external fax number. The default is 3. The range 0-99.

9. In the **Retry Interval** box type the number of minutes to wait between retries. The default is 10. The range is 1-60.

10. Choose the cover page you want to use: if you want to use the default cover page, select the **Default Cover Page** option.

11. If you want to use a custom cover page, select the **Custom Cover Page** option, and in the Load Custom Cover Page From box type the location of the file you want to use, or click the Browse button and navigate to the file.

12. Click the **Submit** button.

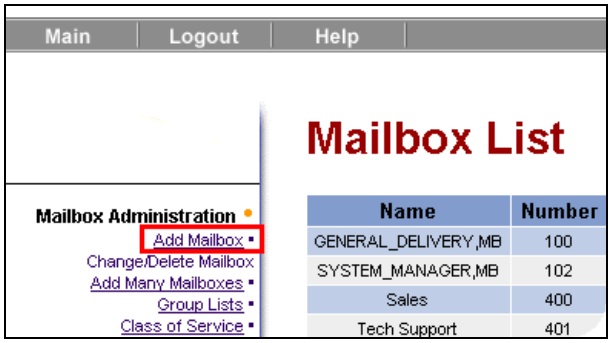
13. Optionally, you can set up the system extension with a fax overflow mailbox for improved performance. (A keycode is required for the Fax Overflow Mailbox).

Adding a Fax Overflow Mailbox

Note: The Fax Overflow or Fax Suite Keycode is required for this function. Refer to the ***System Start Up Guide*** for more information about adding Keycodes.

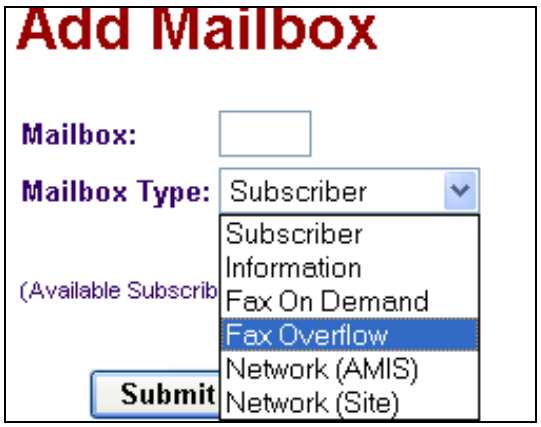
1. Login to **CallPilot Manager**.

2. Click the **Mailbox Administration** heading, followed by the **Add Mailbox** link.

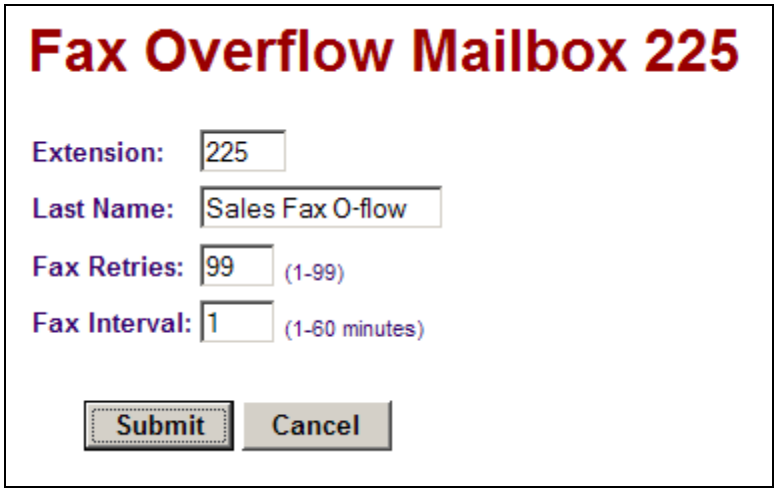


3. Click the **Add** Mailbox link. The **Add Mailbox** page appears.

4. In the **Mailbox box** enter the extension of the Fax Overflow mailbox.
5. From the **Mailbox Type** list box select Fax Overflow.
6. Click the **Submit** button.



7. The Fax Overflow Mailbox page appears.



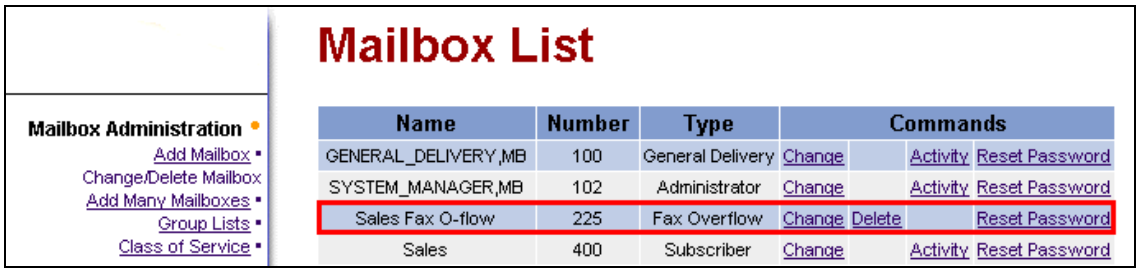
8. In the **Extension** box enter the extension number of the actual fax machine that the mailbox will act as an overflow for. Any faxes stored in the Fax Overflow mailbox are delivered to this fax machine.

9. In the **Last Name** box type the name of the Fax Overflow mailbox. (Max 16 characters.)

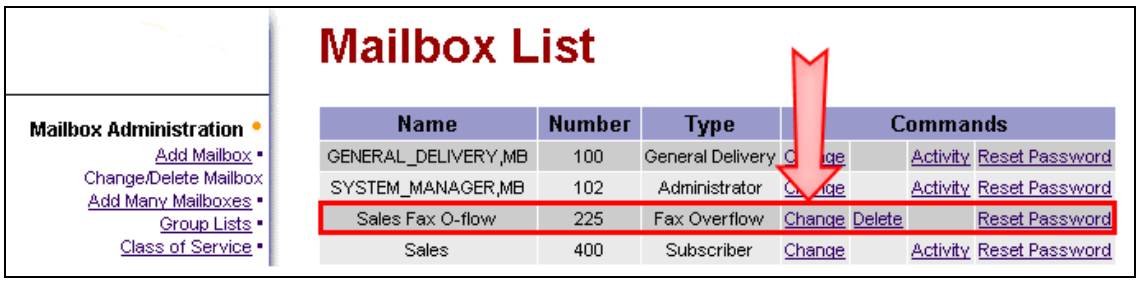
10. In the **Fax Retries** box type the number of times to try to deliver queued faxes. Undelivered faxes go to the General Delivery Mailbox. This number can be between 1 and 99. The default is 99. This is the maximum number of attempts the system makes to deliver queued faxes to the mailbox before it abandons the attempt and sends the faxes to the General Delivery Mailbox.

11. In the **Fax Interval** box type the number of minutes to wait between delivery attempts. Set this interval to be as short as possible so that queued faxes get sent to the fax machine before it becomes busy with more incoming faxes. The number can be between 1 and 60 minutes. The default is 1.

12. Click the **Submit** button. The mailbox will be added to the mailbox list.

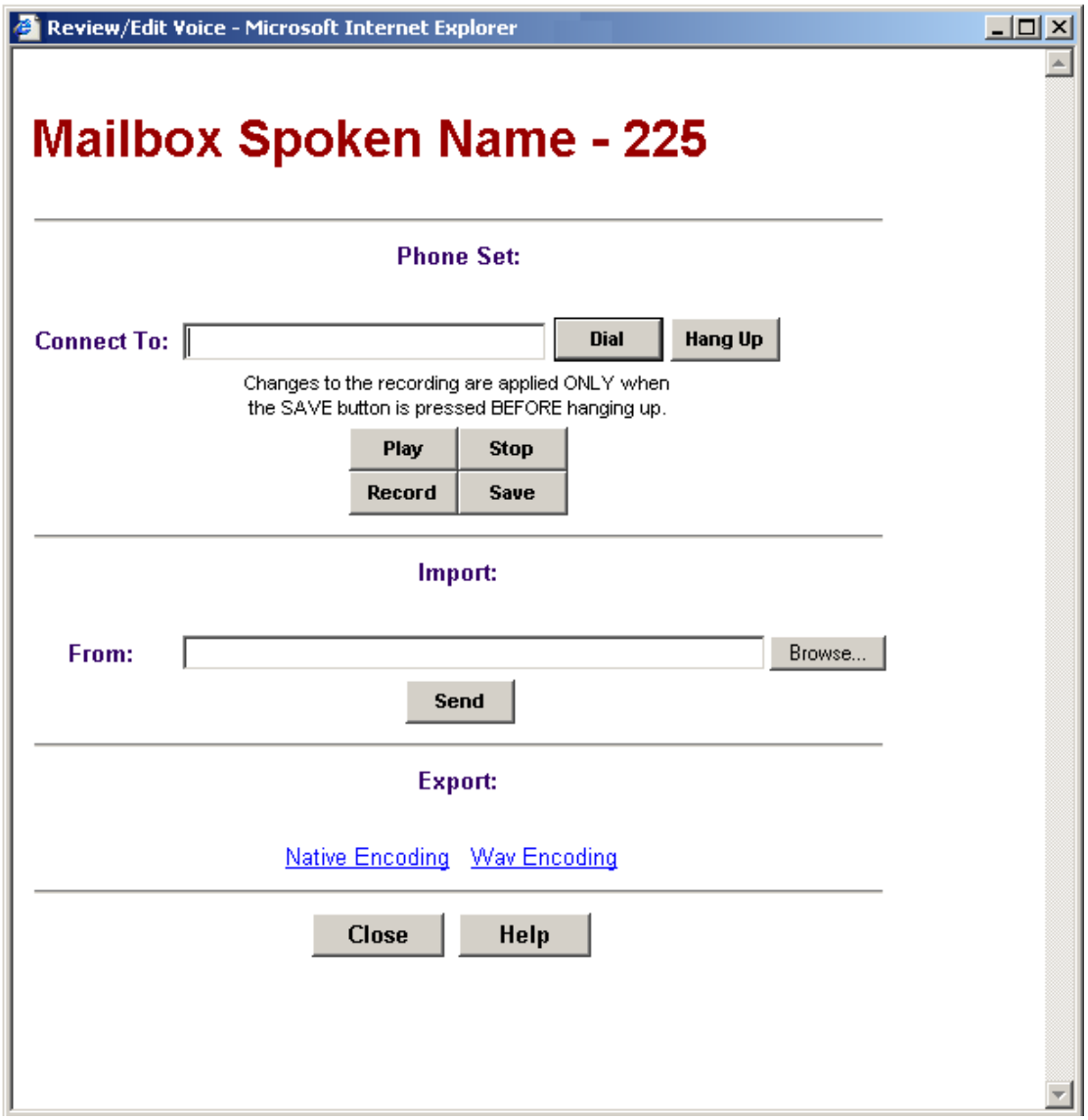


13. If you want to record a spoken name for the mailbox, select the **Change** link for the Fax Overflow mailbox from the mailbox list.



14. The **Fax Overflow Mailbox Properties** screen will appear. Then click the **Voice** button.

15. The **Edit Voice** window will appear. In the **Connect to** box, type the extension number or telephone number you are using to record from.



16. In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt. For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the CallPilot system. For example, you might need to dial 9, the area code, and then the telephone number.

17. Click the **Dial** button. The telephone rings.

18. Pick up the handset. Click the **Record** button. After the tone, record the name of the Fax Overflow mailbox.

19. After you finish recording, click the **Stop** button.

20. To listen to the prompt, click the **Play** button
    Or
    To save the recording, click the **Save** button.

21. Click the **Close** button and replace your telephone handset. The page you record from closes and you return to the Fax Overflow Mailbox page.

22. Click the **Submit** button.

Fax Mail (Messaging)

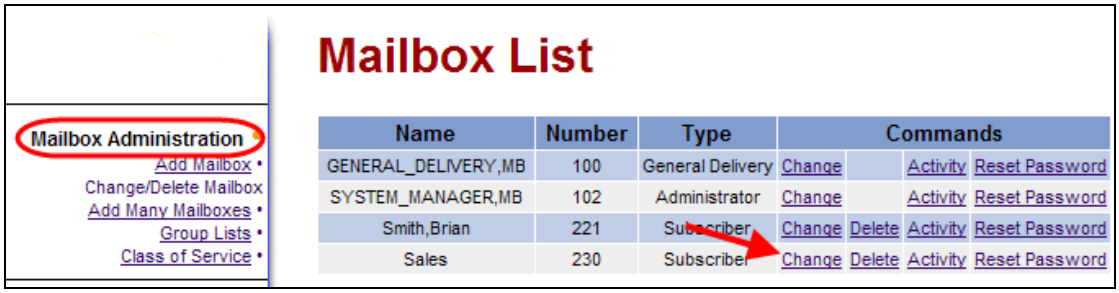
Fax Messaging is the ability to enable a mailbox to receive fax messages via an assigned DDI line.

Note: The Fax Messaging or Fax Suite Keycode is required for this function. Refer to the ***System Startup Guide*** for more information about adding Keycodes.

This section describes how to set up an existing subscriber mailbox with an Express Messaging Line. The number dialled to access the Express Messaging Line can be advertised as the mailbox owner's fax number.

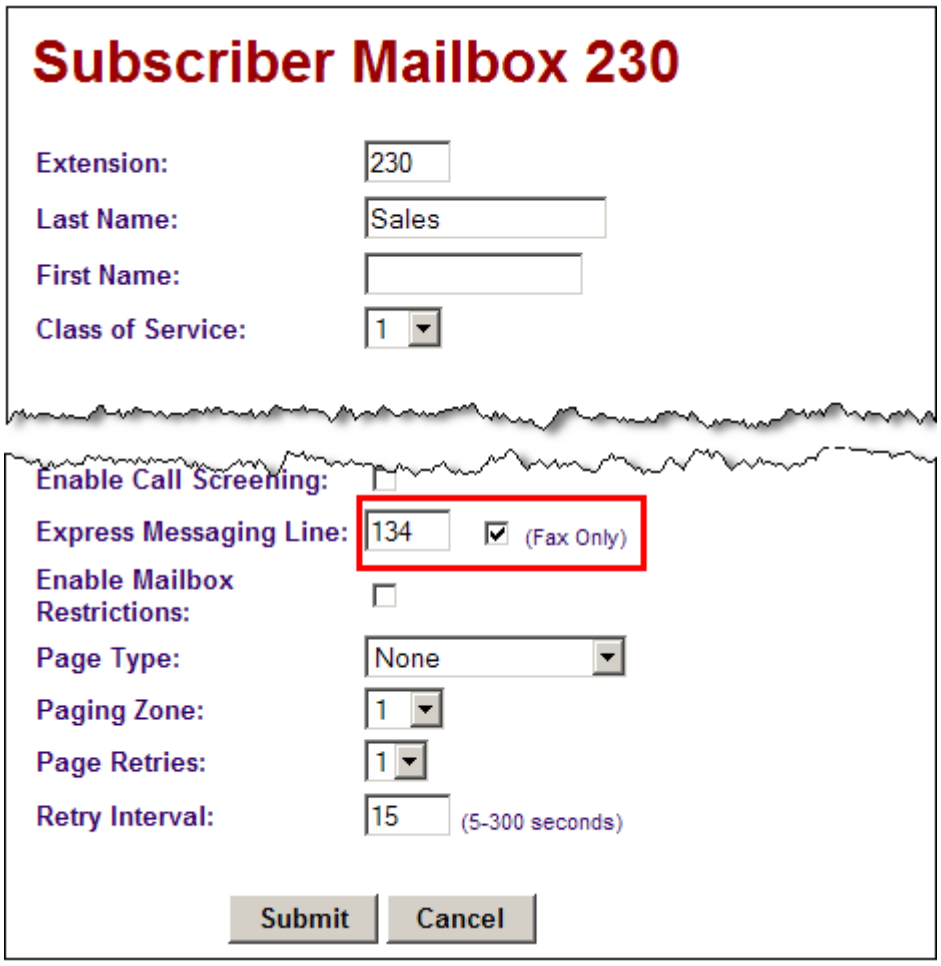
1. Access CallPilot Manager and login.

2. Open the **Mailbox Administration** heading, and click on the **change** link for the subscriber mailbox you want to configure



3. The **Subscriber Mailbox** details window will appear.

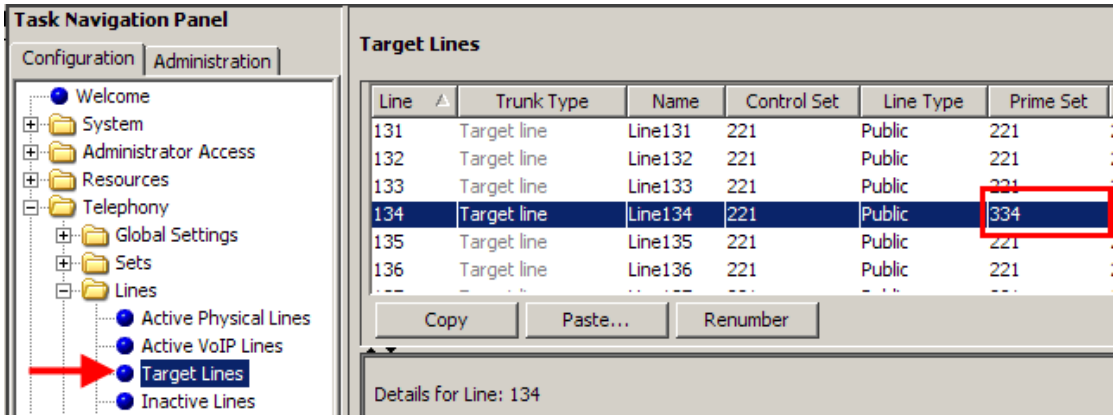
4. Enter the line number in the **Express Messaging Line** box. This line must be configured **not** to appear or ring at any set.



5. Enable the **Fax Only** option. This will ensure that fax callers will not be played the mailbox greeting. (This option should not be selected if the Express Messaging Line is to be used for voice calls.)

6. Click the **Submit** button.

7. You must assign the voicemail DN (to view use F985) as the prime set for the line. Access Element Manager, and in the **Configuration** tab, navigate to **Telephony**, **Lines**, and select the line type and number to be used as the Express Messaging Line. Enter the voicemail DN in the **Prime Set** field.



Sending Fax Messages

To send the fax message to a personal mailbox you must call from a fax machine, or use fax software

You can include a voice introduction to a fax message you send to a personal mailbox. The voice introduction must be at least three seconds long.

The system times out after five seconds of silence.

Sending Fax Messages to a Personal Mailbox

1. Place the document that you want to send in the fax machine.

2. From the fax machine telephone dial the CallPilot telephone number of the person you want to send a fax to. This may be the person's Express Messaging Line, telephone number, or the company's Auto-Attendant number.

3. Wait for the mailbox greeting or let the CallPilot operator transfer you to the mailbox to leave a fax message. If the person you are calling answers their telephone, tell them to transfer you to their mailbox so you can send a fax (F986).

4. After the mailbox greeting plays (this won't happen if dialing an Express Messaging Line with the Fax Only option enabled), wait for a beep and record an introduction for the fax.

5. Do not hang up the telephone.

6. Press **START/SEND** on the fax machine.

7. Replace the fax machine telephone handset. The session ends when the transmission is complete.

Receiving a Fax Message

Fax messages can contain a voice message that a caller records to introduce the fax message, or they can contain just the fax message.

A caller can send a fax message to a personal mailbox by using the autosend feature on their fax machine. If the call is answered by the Automated Attendant, the call transfers to the designated Fax answering extension. If the call is answered by a mailbox, the fax message is placed in the mailbox. If you answer the call, you hear a fax tone. Transfer the fax call to your mailbox.

Transferring a Fax Call to your Mailbox

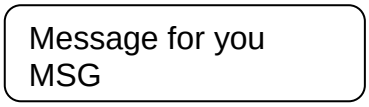
If you answer a call and hear a fax tone, a caller is attempting to send a fax message to your mailbox. You can transfer the call to your mailbox.

1. Enter F986 on the handset (Do not put the call on hold).

2. Enter your mailbox number.

3. The fax message is left in your mailbox.

4. When you receive a message in your mailbox, your telephone display shows:



Printing Fax Messages

You can print the fax messages in your mailbox on any fax machine. You can print all of your fax messages at once or individually.

An average text fax message uses 10 seconds of mailbox message time per page. A fax message that contains graphics can use as much as two minutes of mailbox message time per page. Because fax messages can take up a lot of mailbox space, after you print or forward your fax messages, delete them from your mailbox.

If you print all your fax messages at once, you cannot listen to any voice introductions that are included with the fax messages. If you do not listen to a voice introduction, the fax message remains “new” in your mailbox and you can listen to the voice introduction later.

If you print each fax message individually, you can listen to the introduction before you print the fax message.

When you print a fax message, you can print it from:

Preset: You can set up a fax machine as the default destination. When you print and you select Preset, the fax machine prints at the default destination. Unless you specify **Other**, faxes print at the default destination.

Other: When you send a fax message to print and you select **Other,** you must enter a phone or extension number as the destination.

Manual: Select Manual if you are printing from a fax telephone. The fax messages are printed on the fax machine you use to access your mailbox.

Fax messages are preceded by a cover page if you select Preset or Other. A cover page is not added for fax messages you print from a fax telephone.

Assigning a Preset Fax Machine for Printing Faxes

If you assign a preset fax machine, your fax messages print at the same fax machine every time.

1. On your handset enter F981.

2. Follow the voice prompts or the display button options on your telephone to open your mailbox.

   If you use the Norstar Voice Mail interface:
   - Press Admin or 8
   - Press 7
   - Go to step 3

   If you use the CallPilot interface:
   - Press 80 to open the Mailbox Options menu
   - Press 3 to open the Fax Options menu
   - Go to step 3

3. This display will show '**No Preset'** if there is no preset fax machine. If the fax machine is preset, the display shows: **Preset fax**.

4. If you want to assign a different machine as the preset fax machine, press **CHNG**.

5. Press **Phone** or **1** to assign the phone number of a fax machine or press **EXT** or **2** to assign the extension number of a fax machine.

6. Enter the fax telephone number and press **OK** or # to accept.
7. Press to end the session.

Printing an Individual Fax Message

Use this procedure if you want to print an individual fax message.

1. Enter F981 on your handset.
2. Follow the voice prompts or the display button options on your telephone to open your mailbox.

   If you use the Norstar Voice Mail interface:

   - Press **6** until you locate the fax you want to print
   - Go to step 3

   If you use the CallPilot interface:

   - Press **77** to open the Print Command menu
   - Go to step 3
3. Wait until the prompt announces the Fax ID number, and then press **1** to print the fax message.
4. a) Press **PRESET** or **1** to print on the preset fax machine

   or

   b) Press **OTHR** or **2** if you want to specify another fax machine to print the message on, and then enter the number of the fax machine.
5. The display shows the message is **Printed**.
6. Press to end this session.

Printing all your Fax Messages

Use this procedure if you want to print all your new or saved messages.

1. Press F981.

2. Follow the voice prompts or the display button options on your telephone to open your mailbox.

   If you use the Norstar Voicemail Interface:
   - Press **1**
   - Go to step **3**

   If you use the CallPilot interface:
   - Press **77** to open the Print Command menu
   - Go to step **3**

3. Follow the voice prompts or the display button options on your telephone to print your fax messages.

   If you use the Norstar Voicemail interface and you have new fax massages:

   - Press **NEW** or **1** to print all your new fax messages

   or

   - Press **SAVED** or **2** to print all your saved fax messages

   If you use the CallPilot interface:

   - Press **MSG** or **1** to print an individual message

   or

   - Press **NEW** or **2** to print all unprinted fax messages

   or

   - Press **ALL** or **3** to print all faxes with their attachments

4. Press **PRESET** or **1** if you want to print on the preset fax machine

   or

   Press **OTHER** or **2** if you want to print on a fax machine other than the preset fax machine.

5. Enter the fax telephone / extension number and press **OK** or # to accept the fax telephone number.

6. The display shows the number of fax messages printed. The manual option can be used when you are printing from a fax telephone.

7. Press to end this session.

Printing a Fax Message from a Fax Telephone

1. From a fax machine telephone, call into a line that is answered by the Automated Attendant.

2. Press **88**, to access your mailbox while the Automated Attendant Greeting plays.

3. Log on to your mailbox:
   - **If you use the Norstar Voice Mail interface**, enter your mailbox number and password and press **#.**
   - **If you use the CallPilot interface**, enter your mailbox number and press **#,** then enter your password and press **#.**

4. Send the fax message to print:
   - **If you use the Norstar Voice Mail interface**, press **1** to print your fax messages.
   - **If you use the CallPilot interface**, press **77** to print your fax messages.

5. If you have new and saved fax messages, you can print either all new or saved fax messages:

   - Press **1** to print all new fax messages.
   - Press **2** to print all saved fax messages.

   Step 5 is bypassed if you have only new fax messages or only saved fax messages.

6. Press **3** to use the Manual option to print the new fax messages.

7. Press **START/SEND** on the fax machine.

8. Replace the fax machine telephone handset.

9. The session ends when all the faxes are printed. CallPilot prints the fax message on the assigned fax machine.

Fax Messaging & Unified Messaging

If Unified Messaging is installed on a user's PC, fax messages can be sent and viewed via the PC. For example, a fax document can be created in a word processing application, and printed via the CallPilot Fax printer driver which allows the destination to be entered.

Also, with Unified Messaging fax messages can be viewed and printed via an email client.

For more information about faxes and Unified Messaging, please refer to the ***Unified Messaging Guide***.

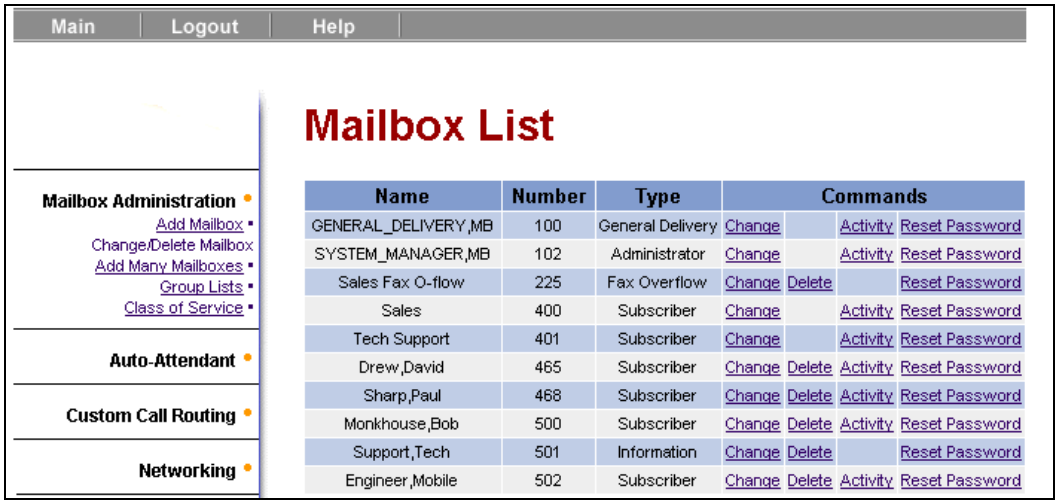
Fax Group Lists

A Fax Group List is a list of internal or external fax mailboxes or machines. A fax in a mailbox can easily be sent to all members of the Fax Group List.

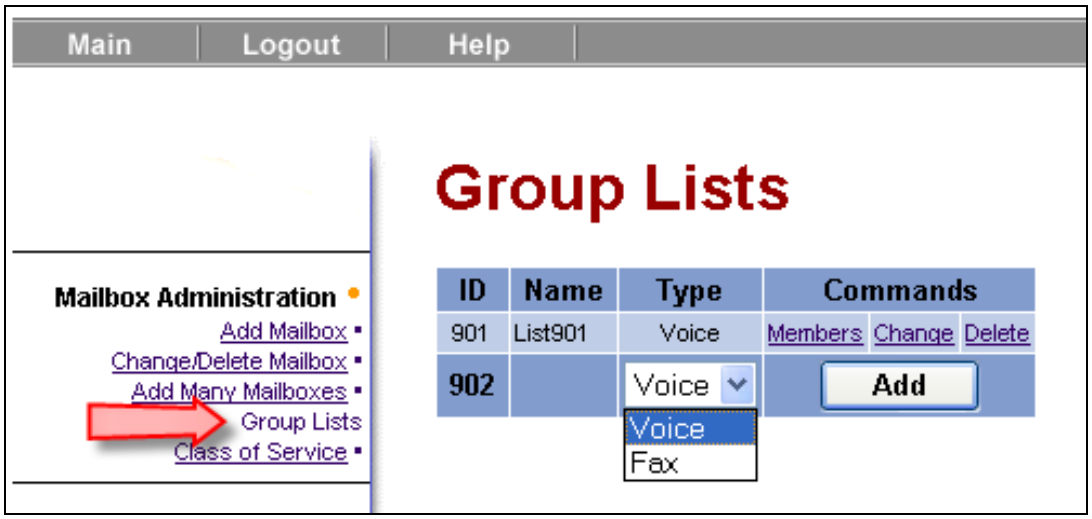
Creating a Fax Group List

1. Login to CallPilot Manager with the Systems Administrators password.

2. Click the **Mailbox Administration** heading and the **Mailbox List** will appear.


Main
Logout
Help
Mailbox List
Mailbox Administration
Add Mailbox
Change/Delete Mailbox
Add Many Mailboxes
Group Lists
Class of Service
Auto-Attendant
Custom Call Routing
Networking
Name
Number
Type
Commands
GENERAL_DELIVERY,MB 100 General Delivery Change Activity Reset Password
SYSTEM_MANAGER,MB 102 Administrator Change Activity Reset Password
Sales Fax O-flow 225 Fax Overflow Change Delete Reset Password
Sales 400 Subscriber Change Activity Reset Password
Tech Support 401 Subscriber Change Activity Reset Password
Drew,David 465 Subscriber Change Delete Activity Reset Password
Sharp,Paul 468 Subscriber Change Delete Activity Reset Password
Monkhouse,Bob 500 Subscriber Change Delete Activity Reset Password
Support,Tech 501 Information Change Delete Reset Password
Engineer,Mobile 502 Subscriber Change Delete Activity Reset Password

3. Click the **Group Lists** link. The Group Lists page appears.



4. From the list box, select **Fax**, and click the **Add** button.

5. The Group List will be added. Select the 'change' link to view the group list properties.

6. If you want to record a spoken name for the Fax Group List, click the **Voice** button. The Edit Voice screen appears.

7. In the **Connect to** box, type the extension number or telephone number you are using to record from. For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

8. Click the **Record** button. The telephone rings.

9. Pick up the handset. Do not use Handsfree. After the tone, record the name of the Fax Group List.

10. After you finish recording, click the **Stop** button.

11. To listen to the recording, click the **Play** button.

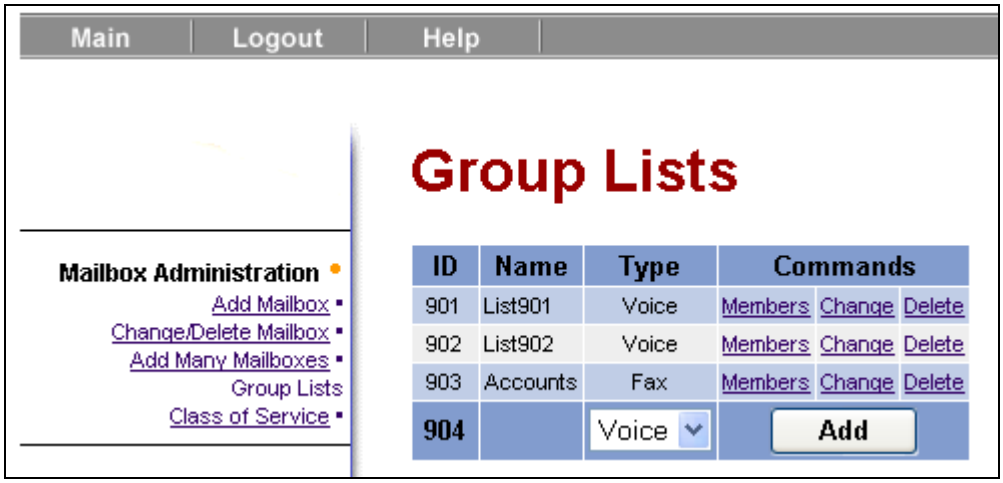
12. To save the recording, click the **Save** button.

13. Click the **Close** button and replace your telephone handset.

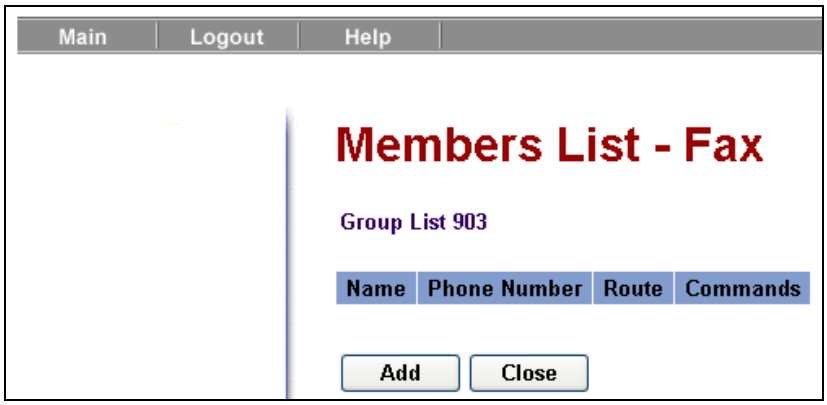
14. The window you record from closes and you return to the Group List Properties page.

15. In the **Display Name** box type a display name for the Group List. The display name can be a maximum of 16 characters. If you do not type a display name, the ID number of the Group List is displayed.

16. Click the **Submit** button. The Group Lists page appears with your new Group List displayed.

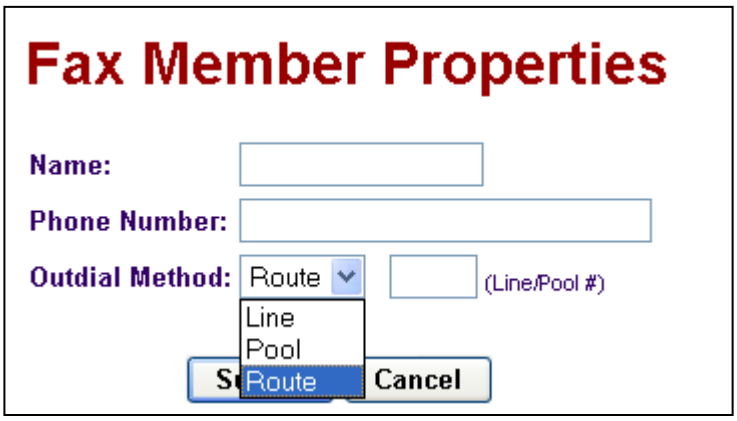


17. Click the **Members** link for the Group List you created.



18. The Members List page appears for the Group List.

19. Click the **Add** button. The Fax Member Properties page appears.



20. In the **Name** box type the name of the member you want to add to the Fax Group List. The name can be up to 16 characters long. The name appears on the cover page sent to the recipient. This information is optional.

21. In the **Phone Number** box type the fax telephone number of the recipient. If you are using a route as your outdial method include the routing digit before the telephone number to be dialled e.g. 901244 670200.

22. From the **Outdial Method** list box select an outdial method.

23. If you select **Line** or **Pool**, in the **Line/Pool #** box enter the line or pool number.

24. Click the **Submit** button. The member appears in the Members List. Repeat steps 16 through 23 for each member you want to add to the Fax Group List.

Sending a Fax Group message

Use the following procedure to forward a fax message in a mailbox to a fax Group List.

1. On your handset enter F981. Follow the voice prompts or the display button options on your telephone to open your mailbox.

2. Press **PLAY** or **2** to play the current message
   Or
   Press **6** until you find the fax message you want to forward.

3. The date received and the Fax ID number appears on the display.

4. Press **COPY** or **5**.

5. Press **MBOX** or 1 to forward the fax message to another mailbox.

6. Press **NO** or **2**. Do not record an introduction because Fax Group List recipients do not hear voice introductions.

7. Enter the Fax Group List number.

8. Press **SEND** or # to send the fax message
   Or
   Press **OPTS** or **3** to assign message delivery options
   Or
   Press **CC** to send the message to another recipient.

9. Press ☎ to end the session.

Fax on Demand Mailboxes

A **Fax on Demand** mailbox lets external callers retrieve fax messages from CallPilot. A Fax on Demand mailbox has a greeting that plays to callers and a collection of fax messages, each with a document number. Callers hear the mailbox greeting and can select a fax document by its assigned number.

Callers can access a **Fax on Demand** mailbox:

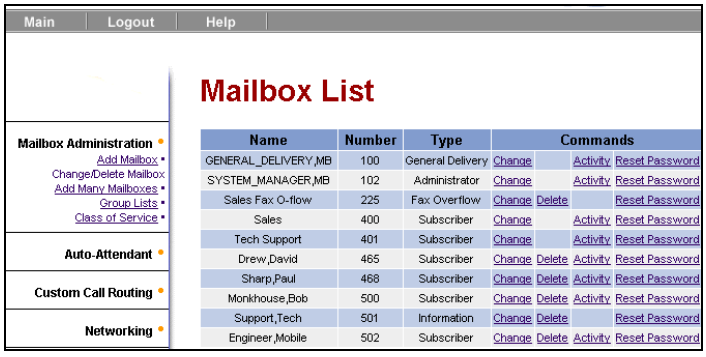
- From the Auto Attendant, by mailbox number or directory name lookup.
- From Feature 980 (Leave Message) or Feature 986 (Transfer Caller to Mailbox).
- Through Custom Call Routing, as either a Home node or a Mailbox node.

The process of setting up a **Fax on Demand** mailbox involves:

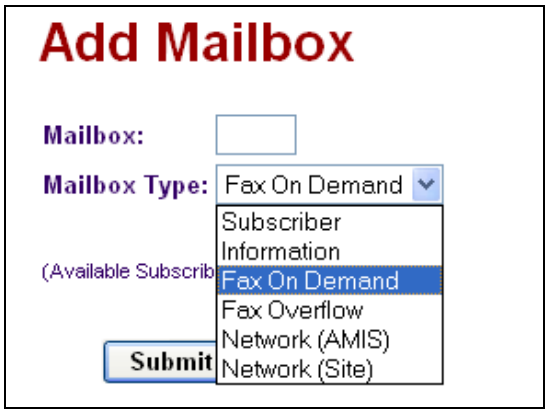
1. Creating a Fax on Demand mailbox.
2. Initialising the Fax on Demand mailbox.
3. Selecting the one-call or the two-call method, and the maximum number of faxes that callers can request.
4. From a fax machine telephone adding fax messages to the Fax On Demand mailbox.
5. Recording a Fax on Demand mailbox greeting that lists the faxes available and tells callers how to retrieve them.

Adding a Fax on Demand Mailbox

1. Login to CallPilot Manager with the Systems Administrators password.
2. Click the **Mailbox Administration** heading the **Mailbox List** appears.


Main
Logout
Help
Mailbox List
Mailbox Administration
Add Mailbox
Change/Delete Mailbox
Add Many Mailboxes
Group Lists
Class of Service
Auto-Attendant
Custom Call Routing
Networking
Name
Number
Type
Commands
GENERAL_DELIVERY,MB 100 General Delivery Change Activity Reset Password
SYSTEM_MANAGER,MB 102 Administrator Change Activity Reset Password
Sales Fax O-flow 225 Fax Overflow Change Delete Reset Password
Sales 400 Subscriber Change Activity Reset Password
Tech Support 401 Subscriber Change Activity Reset Password
Drew,David 465 Subscriber Change Delete Activity Reset Password
Sharp,Paul 468 Subscriber Change Delete Activity Reset Password
Monkhouse,Bob 500 Subscriber Change Delete Activity Reset Password
Support,Tech 501 Information Change Delete Reset Password
Engineer,Mobile 502 Subscriber Change Delete Activity Reset Password

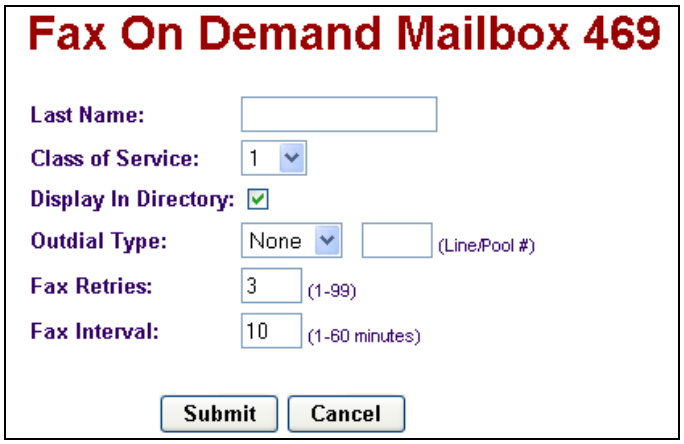
3. Click the **Add Mailbox** link. The **Add Mailbox** page appears.



4. In the **Mailbox box** type the extension number of the Fax on Demand mailbox.

5. From the **Mailbox Type** list box select **Fax on Demand**.

6. Click the **Submit** button. The Fax on Demand Mailbox page appears.



7. In the **Last Name** box type the last name of the Fax on Demand mailbox. The name can be a maximum of 16 characters.

8. From the **Class of Service** list box select a Class of Service.

9. Select the **Display in Directory** check box if you want the Fax On Demand mailbox to be listed in the Company Directory.

10. From the **Outdial Type** list box select Line, Pool or Route.

11. If you use line or pool, type the line or pool number in the **Line/Pool #** box. (The line pool number must be a number from 1 to 15, e.g. Pool A =1, Pool B=2 etc).

12. In the **Fax Retries** box type the number of delivery attempts to make if you use the two-call method. The default value is 3. The value can be between 1 and 99.

13. In the **Fax Interval** box type the number of minutes to wait between delivery attempts. Make this interval long enough that a typical phone call at the receiving end is unlikely to use all the retries. The value can be between 1 and 60 minutes. The default is 10.

14. Click the **Submit** button.

15. To record a name for the Fax on Demand Mailbox, click the **Change Link** for the mailbox from the **Mailbox List**.

16. Click the **Voice** button. The page you can record from appears.

17. In the **Connect to** box, type the extension number or telephone number you are using to record from. For a local extension, just type the extension number. For a telephone number that is not a local

extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

18. Click the **Record** button. The telephone rings.

19. Pick up the handset. Do not use Handsfree.

20. After the tone, record the name of the Fax on Demand mailbox.

21. After you finish recording, click the **Stop** button.

22. To listen to the recording, click the **Play** button.

23. To save the recording, click the **Save** button.

24. Click the **Close** button and replace your telephone handset, you will return to the **Fax Overflow Mailbox** page.

Initialising your Fax on Demand Mailbox

1. Enter F981 on your handset.

2. Log on to the Fax on Demand mailbox by following the voice prompts.

3. You will be prompted to change your password change your password.

4. Enter a new password from four to eight digits long that does not start with zero. Press **OK**.

5. Re-enter your new mailbox password and press **OK** or #.

6. At the tone, record your name in the Company Directory. Include your mailbox number in the recording, For example, “Fax on Demand mailbox”. Press **OK** or # to end the recording.

7. Press **OK** or # to accept the recording or press **PLAY** to listen to the recording or press **RETRY** to re-record your name.

8. Press **Rls** to end the session.

Choosing a Fax on Demand Call Method

For each Fax on Demand mailbox you must choose whether the call method is the one-call method or the two-call method.

One-call method

- The fax message transmits during the original call.
- The caller must use the telephone at a fax machine to call the Fax On Demand mailbox.
- The caller pays for any long distance charges that are incurred.

Two-call method

- The caller provides the fax telephone number that the fax is delivered to.
- The caller can call from any touchtone telephone the fax can be sent to any fax machine.
- The fax message transmits in the second call, which is made by CallPilot.
- The owner pays for any long distance charges that are incurred.

Choosing a Call Method and the Number of Fax Messages

1. Enter F981 on your handset

2. Follow the voice prompts or the display button options to open the Fax On Demand mailbox.

3. Press **ADMIN** or 8.

4. Press **5**.

5. Press **CHNG** or **1** to choose the **one-call method**.
   The two-call method is the default call method. If the current call method is correct, press **NEXT** or #.

6. Press **CHNG** or **1** and enter the number of faxes a caller can request. The maximum is eight.

7. Press **OK** or #.

8. Press **OK** or # again to accept the number of faxes a caller can request.

9. Press to end the programming session.

Adding a Fax Message to a Fax on Demand Mailbox

You add fax messages to a Fax on Demand mailbox from a fax machine telephone.

You must enter a selection identification number when you add a fax message from a fax machine telephone to a Fax on Demand mailbox.

The selection identification number is used by callers to select the document they want to retrieve.

1. Place the fax in the fax machine.

2. From the system fax machine telephone, call the Voicemail DN. (To establish this DN enter F985 on the handset.)

3. Log on to the Fax On Demand mailbox:

    a. If you use the Norstar Voice Mail interface and the fax machine telephone **has a mailbox**:
        i. Press✳
        ii. Enter the Fax On Demand mailbox number and password
        iii. Then press **#.**

    b. If you use the Norstar Voice Mail interface and the fax machine telephone **does not** have a mailbox:
        i. Enter the Fax On Demand mailbox number and password
        ii. Press **#.**

    c. If you use the CallPilot interface:
        i. Enter the Fax On Demand mailbox number
        ii. Press #
        iii. Then enter the Fax On Demand mailbox password
        iv. Then press #.

4. Press **1**.

5. Press **1** again to add a fax message.

6. Enter the Fax on Demand selection identification number. The Fax on Demand selection identification number must be a unique number that is a maximum of eight digits. The number cannot start with 0 or 9.

7. Press #.

8. Press **START/SEND** when you hear the fax tones.

9. The CallPilot session ends when the transmission is complete.

Deleting a Fax from a Fax on Demand Mailbox

You can change or view a fax selection number using a telephone. If you delete a fax selection number, the fax message associated with the fax selection number is deleted from the Fax on Demand mailbox.

1. Enter F981 on your handset. Follow the voice prompts or the display button options to open the Fax on Demand mailbox.

2. Press **FAXES** or **1**.

3. Press **CHNG** or **2**.

4. If you want to view the fax selection numbers, press **NEXT** or #. If you know the number of the fax message you want to view enter it now
   Or
   if you want to delete the fax message associated with the fax selection number shown, press **DEL** or **7**.

5. Press to end this programming session.

Recording a Fax on Demand Mailbox Greeting

You must record a greeting for each Fax on Demand mailbox. This greeting plays to callers who access the Fax on Demand mailbox. The maximum length of this greeting is designated by the Class of Service.

Before you record the Fax on Demand mailbox Greeting, prepare a greeting for each Fax on Demand mailbox. In your greeting describe the documents available and tell callers how to retrieve them. If you use an alternate language on your system, record the Fax on Demand mailbox Greeting in the alternate language.

An example of a greeting for a **one-call method** Fax on Demand mailbox is:

> *"Hello. You have reached Paddy's Dance Studio fax information hotline. If you are calling from a fax machine telephone, you can receive information on class schedules and prices, registration forms and upcoming special events. To receive class schedules and prices, press 1. To receive registration forms, press 2. To receive information about upcoming special events, press 3. After you have entered the required numbers, press **Start** on your fax machine."*

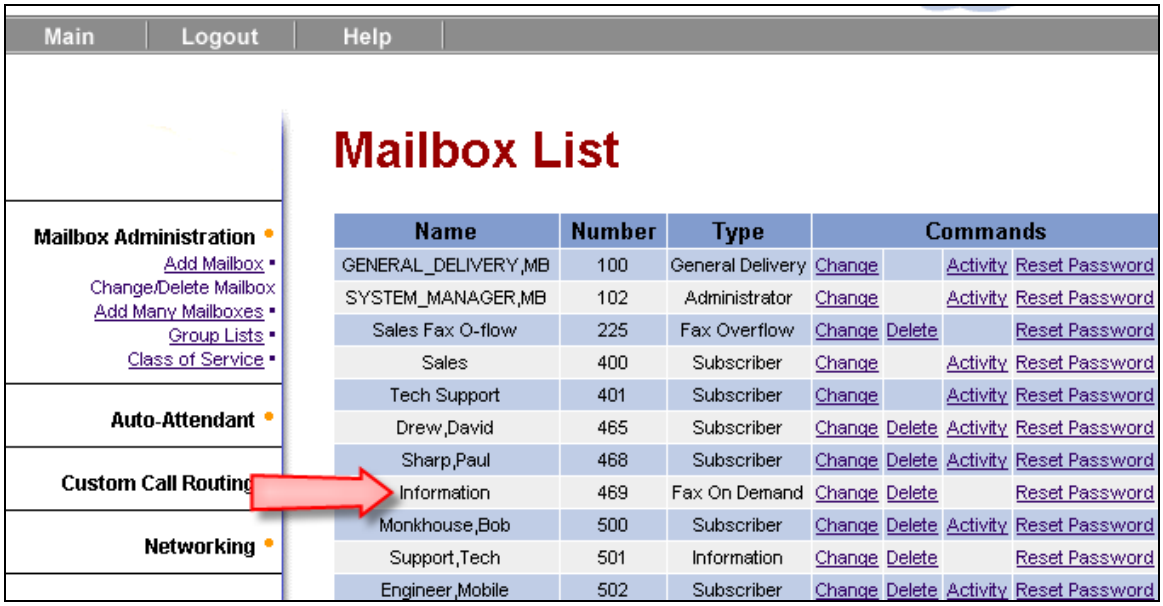
An example of a greeting for a **two-call method** Fax on Demand mailbox is:

> *"Hello. You have reached Paddy's Dance Studio fax hotline. You can receive information on class schedules and prices, registration forms and upcoming special events. To receive class schedules and prices, select document 1. To receive registration forms, select document 2.*

To receive information about upcoming special events, select document 3. Enter the telephone number of the fax machine you wish to have the faxes sent to. If you are calling from outside the 403 area code, include your area code."

Changing a Fax on Demand mailbox

1. Login to CallPilot with the Systems Administrators password.
2. Click the **Mailbox Administration** heading.
3. The **Mailbox List** page appears.


Main
Logout
Help
Mailbox List
Mailbox Administration
Add Mailbox
Change/Delete Mailbox
Add Many Mailboxes
Group Lists
Class of Service
Auto-Attendant
Custom Call Routing
Networking
Name
Number
Type
Commands
GENERAL_DELIVERY,MB 100 General Delivery Change Activity Reset Password
SYSTEM_MANAGER,MB 102 Administrator Change Activity Reset Password
Sales Fax O-flow 225 Fax Overflow Change Delete Reset Password
Sales 400 Subscriber Change Activity Reset Password
Tech Support 401 Subscriber Change Activity Reset Password
Drew,David 465 Subscriber Change Delete Activity Reset Password
Sharp,Paul 468 Subscriber Change Delete Activity Reset Password
Information 469 Fax On Demand Change Delete Reset Password
Monkhouse,Bob 500 Subscriber Change Delete Activity Reset Password
Support,Tech 501 Information Change Delete Reset Password
Engineer,Mobile 502 Subscriber Change Delete Activity Reset Password

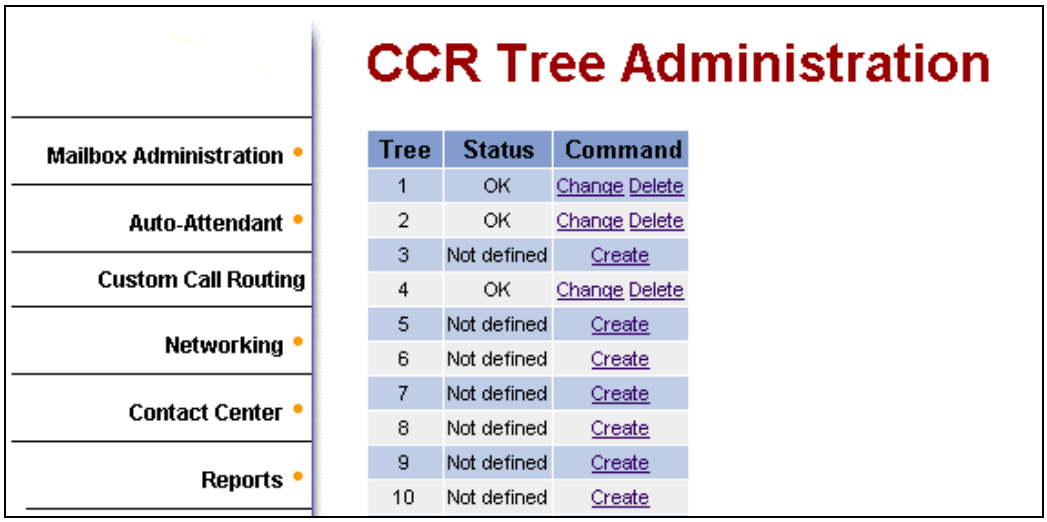
4. Click the **Change** link for the mailbox you want to change.
5. The page for the mailbox appears.
6. Modify the properties you want to change.
7. Click the **Submit** button.

Adding a Fax on Demand Mailbox to a CCR Tree

(To create a new CCR Tree, refer to the ***CallPilot Custom Call Routing Guide***.)

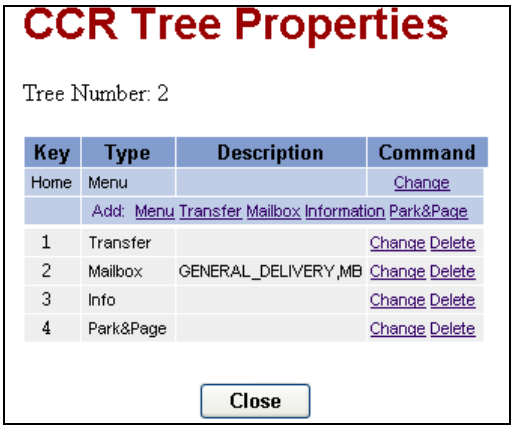
1. Login to CallPilot with the **Systems Administrators** password.
2. Click the **Custom Call Routing** heading.

3. The CCR Tree Administration page appears.

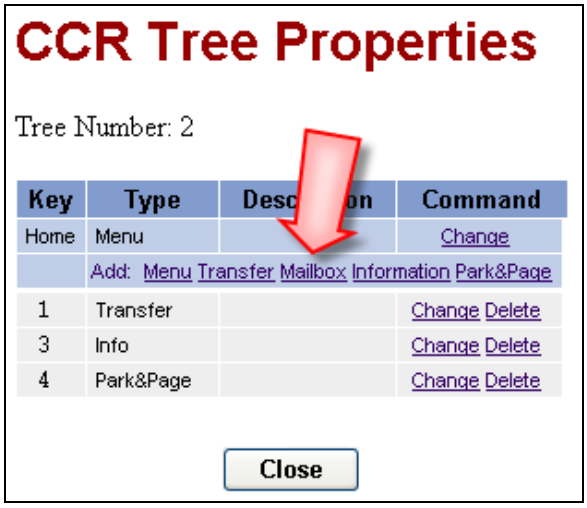


4. Click the **Change** link for the Tree you want to add the Mailbox to.

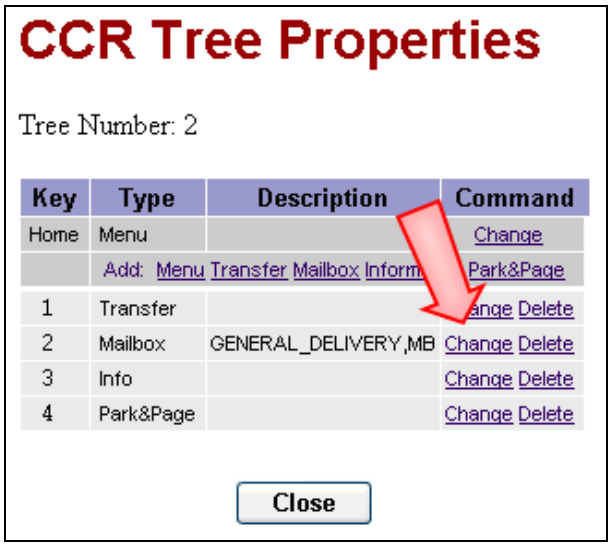
5. The **CCR Tree Properties** page appears.



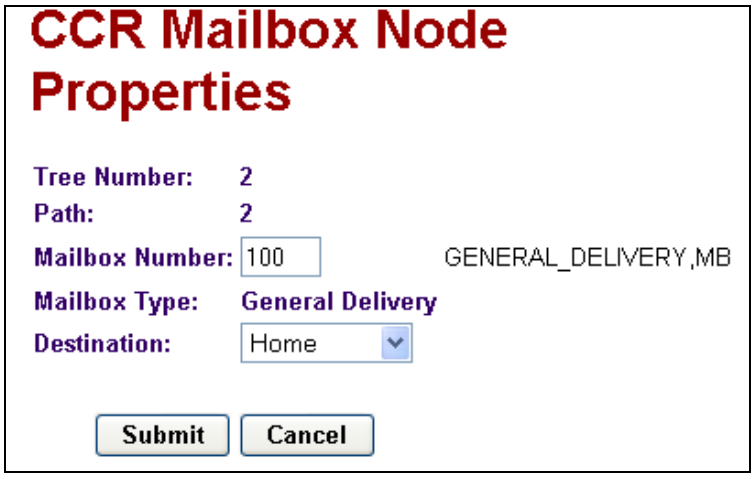
6. Click the **Mailbox** link for the Tree.



7. A mailbox will be added to the CCR Tree. Click the **Change** link.



8. The **CCR Mailbox Node Properties** page appears.

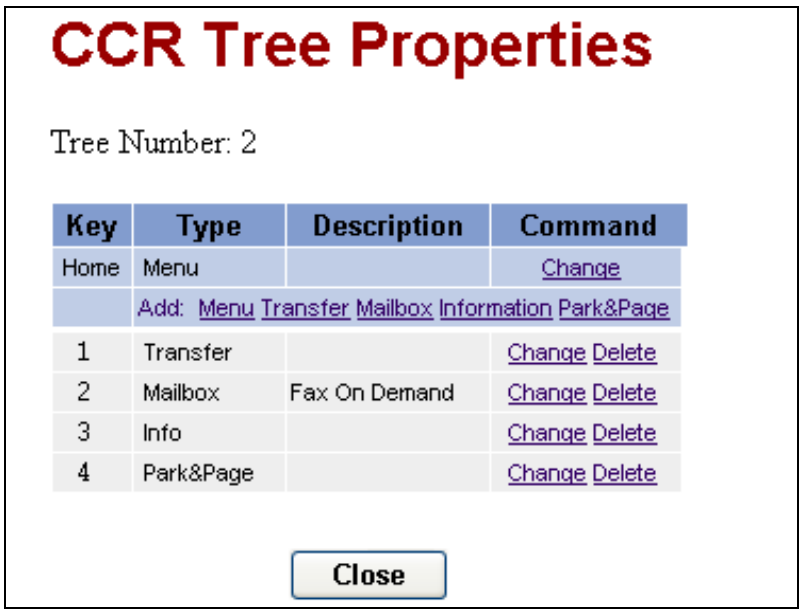


9. In the **Mailbox Number** box enter the mailbox number of the Fax on Demand mailbox.

10. From the Destination list box select where you want callers to go after they access the Fax on Demand mailbox:
    - **Previous**: returns the caller to the previous menu.
    - **Home**: returns the caller to the Home node Voice Prompt.
    - **Disconnect**: disconnects the call.

11. Click the **Submit** button.

12. The CCR Tree Properties page shows the mailbox has been added to the CCR Tree as a Fax on Demand mailbox.



13. Click the **Close** button.

14. The CCR Tree will have to be linked to an appropriate greeting table. (See the ***CallPilot Auto-Attendant Guide***.)

Fax Over VoIP Lines

You can assign VoIP trunks to wired fax machines if you have T.38 fax enabled on the local gateway. The BCM supports this IP fax feature between BCM's, Business Communications Managers running BCM 3.6 or newer software, and between a Business Communications Manager running BCM 3.6 or newer software and a Meridian 1 running IPT 3.0 (or newer) software.

The system processes fax signals by initiating a voice call over the VoIP line. When the T.38 fax packets are received at the remote gateway, the receiving system establishes a new path that uses the T.38 protocol. The remote gateway, and any nodes between the two endpoints, must be running BCM version 3.6 or newer software and have T.38 fax enabled on the system. Refer to the IP Telephony Guide for details of how to configure IP Telephony (Local & Remote Gateways etc).

Note: Fax tones that broadcast through a telephone speaker will disrupt calls at other telephones using VoIP trunks in the vicinity of the fax machine. Here are some suggestions to minimize the possibility of your VoIP calls being dropped because of fax tone interference:

- Locate fax machine away from other telephones.
- Turn the speaker volume on the fax machine to the lowest level, or off.

Fax tones recorded in a voice mailbox: In the rare event that fax tones are captured in a voice mail message, opening that message from a telephone using a VoIP trunk will cause the connection to fail.

Some fax machines will be unable to successfully send faxes over VoIP (T.38) trunks to the following destinations:

- CallPilot mailboxes
- CallPilot mailboxes (accessed through auto-attendant)
- Fax Transfer (calls transferred to a system fax device through the auto-attendant)

Use the following tips to avoid this problem:

- Avoid the use of manual dial on the originating fax machine. In some fax machines, manually dialling introduces a much shorter call time-out. If manual dial must be used, then the user should wait until the call is answered before starting the fax session.
- If manual dial must be used, then the user should enter the digit 8 before initiating the fax session. This ensures that the fax session is initiated by CallPilot before the fax machine's timer is started.
- The call duration can be increased by adding a timed pause to the end of dialing string (for example: 758-5428,,,,). This allows the call to ring at the destination before the fax machine's call duration timer starts.
- Since the problem is related to the delay in initiating the fax session, the number of rings for fax mailboxes Call Forward No Answer (CFNA) should be minimized.

T.38 fax restrictions and requirements

Hardware restriction: T.38 fax cannot operate on a system that has PEC I's installed on the MSC (legacy BCM1000 models only). The following is a list of restrictions and requirements for the T.38 fax protocol:

Supported

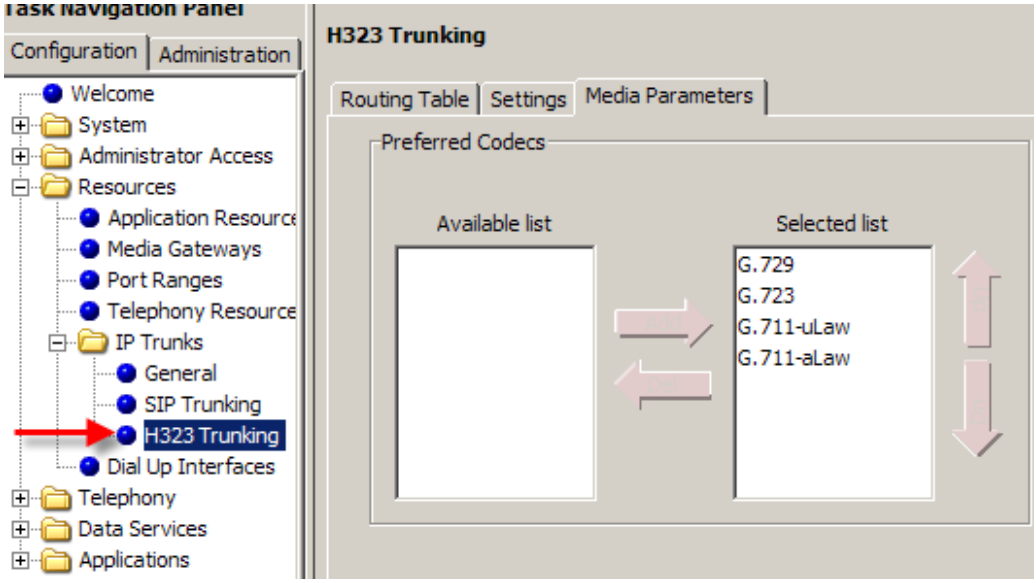
- only UDP transport
- only UDP redundancy
- T.38 version 0
- on H.323 VoIP trunks between BCMs
- between BCMs and legacy BCM's
- between BCM and Meridian 1-IPT and
- between BCM and CS1000/M

Not supported

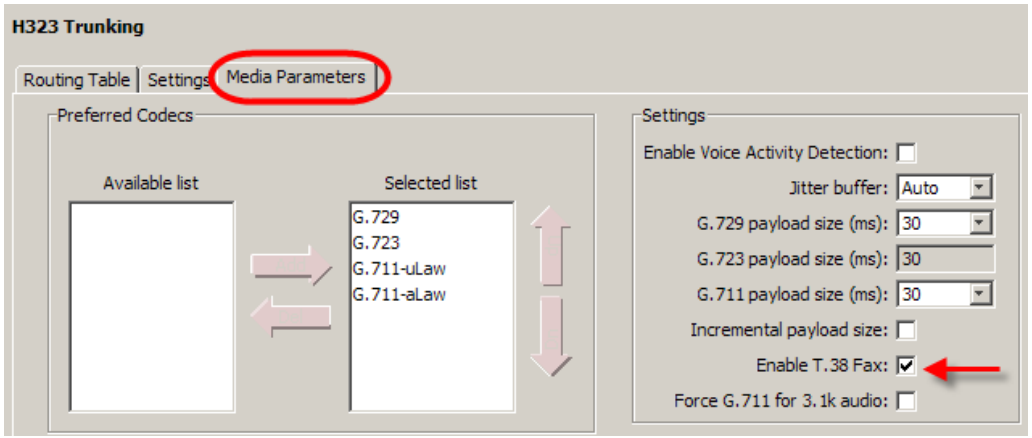
- TCP
- Forward Error Correction (FEC)
- Fill removal
- MMR transcoding
- JBIG transcoding

Enabling Fax Over VoIP Lines:

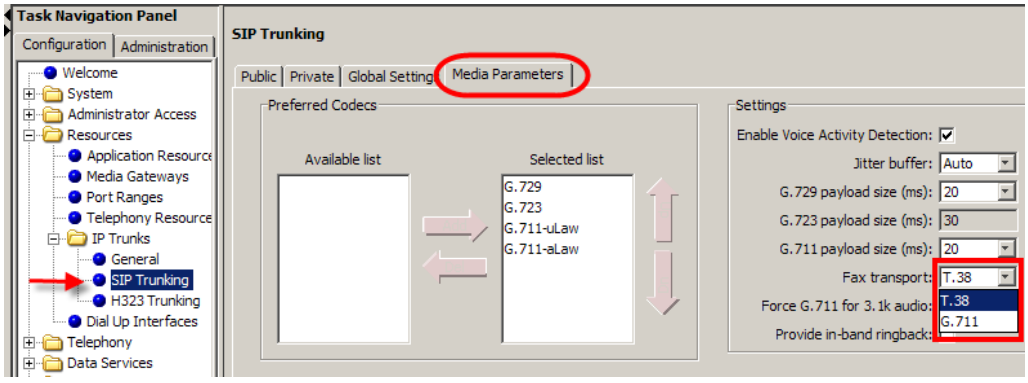
1. From with **Element Manager** click the **Configuration** tab, open the **Resources** folder followed by **IP Trunks** and if the H323 protocol is being used select **H323 Trunking**.



2. Click on the **H323 Media Parameters** tab and ensure that the **Enable T.38 Fax** option is **Enabled.**



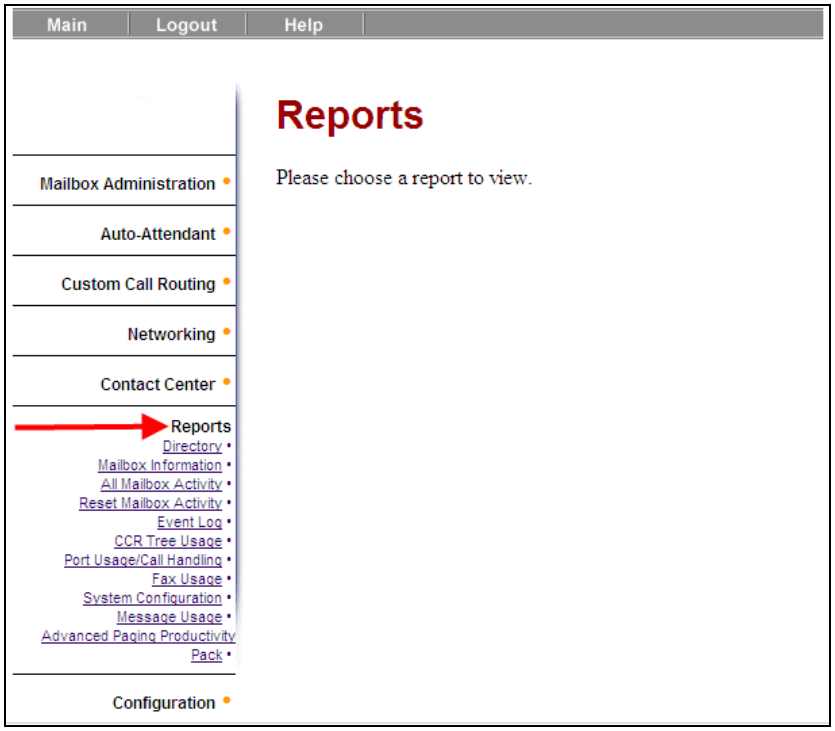
3. If the **SIP** protocol is being utilised select **SIP Trunking** and click on the **Media Parameters** tab. Select the required **Fax Transport** Facility. The options available are T.38: where the system exclusively supports T.38 fax over IP, or G.711: where the system exclusively supports G.711 fax over IP.



CallPilot Reports for Fax

You can generate CallPilot reports to see how fax is set up on your system and how frequently fax is accessed.

1. From within Call Pilot select **Reports** and then the Report in which you are interested.



Mailbox Information Report

Lists Fax Overflow Mailboxes.

For Fax on Demand Mailboxes it shows:

- Delivery Method
- Maximum number of faxes
- Number of retry attempts
- Interval in minutes between retry attempts
- Selection ID of each fax
- Size in message minutes of fax

Directory Report

Shows which mailboxes are Fax on Demand mailboxes.

CCR Tree Usage Report

Shows which nodes are Fax on Demand mailboxes and when they were accessed.

Fax Usage Report

Fax on Demand mailboxes shows:

- Fax on Demand requests
- Date and time of faxes
- Document number requests
- Delivery fax number
- CLID of callers

Troubleshooting Fax

A Caller Cannot Retrieve a Fax from a Fax on Demand Mailbox

If a caller cannot retrieve a fax message from a Fax on Demand mailbox:

1. Verify that the mailbox is a Fax on Demand mailbox.

2. Verify that fax messages are added to this mailbox.

3. Make sure your greeting tells the caller how to retrieve the fax message, including information about which call method is used.

A Caller Cannot Leave a fax in a Personal Mailbox

1. If a caller cannot leave a fax message in a mailbox ensure the greeting tells the caller that the call must be made from a fax machine.

A Caller Cannot Reply or Send Messages to other Mailboxes

1. A subscriber cannot reply to or send messages to other mailboxes if the subscriber's mailbox is full. This means that too many voice and fax messages are stored in the mailbox and the subscriber must delete old messages. If this problem occurs frequently, assign the mailbox a different Class of Service with more mailbox space.

2. CallPilot mailboxes are equipped with the Never Full Mailbox Feature, which allows external callers to leave voice and fax messages in a mailbox, even if the mailbox is full. The message is stored but cannot be accessed until the mailbox owner deletes at least one saved message.

3. The Never Full Mailbox Feature is available only to external callers. Internal callers cannot leave messages if a mailbox is full.

Faxes sent when the Fax Machine is busy are Lost

If fax messages sent when the fax machine is busy are not being received:

1. Verify that a default fax extension is set up.

2. Verify that a Fax Overflow mailbox is added to CallPilot.

3. Verify that the extension defined in the Fax Overflow mailbox is the extension number of the fax machine.

4. Make sure the fax machine is connected to the system through an ATA.

Faxes Cannot be Sent to the Fax Machine

If this occurs on a local fax machine:

1. Verify that the fax machine is ready to receive and is not jammed or out of paper.

2. Verify that the fax machine is connected to the system through an ATA.

3. Increase the number of retries assigned to the Fax Overflow mailbox for the fax machine.

4. To change the number of retries.

If this occurs on a remote fax machine:

1. Verify that you entered the correct fax number.

2. Verify that there are no dialing restrictions applied to the subscriber's extension.

Faxes Cannot be Sent from the Fax Overflow Mailbox

If a message is left in the General Delivery Mailbox that says "The attached fax message could not be printed to <fax machine extension>" .The Fax Overflow mailbox has reached its maximum number of retries and the fax message was not sent.

If this occurs:

1. Verify that the fax machine works.

2. Verify that the fax machine is connected to the system through an ATA.

3. Increase the maximum number of retries assigned to the Fax Overflow mailbox.

Fax Messages are Left in the General Delivery Mailbox

If the Fax Overflow mailbox retry limit is reached for a fax message, the message is automatically sent to the General Delivery Mailbox.

To correct this problem:

1. Verify that the fax machine is working.

2. Verify that the fax machine is connected to the system through an ATA.

3. Open the General Delivery Mailbox and forward the fax messages to another fax machine.

4. Be sure to check the General Delivery mailbox on a regular basis.

5. You can set up Off-premise Message Notification to notify you when a message is received in the General Delivery Mailbox. For more information about Off-premise Message Notification and the General Delivery Mailbox, refer to the ***CallPilot Manager & Mailboxes Guide***.

Avaya Documentation Links

- CallPilot Fax Set Up and Operation Guide
- CallPilot Fax User Guide